Manitoba

Manitoba Healthy Living, Seniors and Consumer Affairs

Annual Report 2012–2013

His Honour The Honourable Philip S. Lee, C.M., O.M.
Lieutenant Governor of Manitoba
Room 235, Legislative Building
Winnipeg, MB R3C 0V8

May It Please Your Honour:

I am pleased to present the Annual Report for the Department of Healthy Living, Seniors and Consumer Affairs for the fiscal year ending March 31, 2013, for the information of your honour.

Respectfully submitted,

"Originally signed by"

Honourable Jim Rondeau
Minister of Healthy Living, Seniors and Consumer Affairs

Manitoba
Healthy Living, Seniors and Consumer Affairs

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Honourable Jim Rondeau
Minister of Healthy Living, Seniors and Consumer Affairs
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Dear Minister:

I am pleased to present the Annual Report of Healthy Living, Seniors and Consumer Affairs for the fiscal year 2012/13 which details the department's many accomplishments.

Workplaces, schools and communities continue to register with Manitoba in motion. Healthy Schools in motion developed a Recess and Physical Literacy Toolkit to support the development of physical literacy and physical activity promotion for school age students. The department also partnered with the Alberta Active Living Centre to offer training on a Physical Activity Counselling Toolkit to physical activity practitioners from across the province.

A number of initiatives to reduce injuries in Manitoba have been implemented by the department. In June of 2012, mandatory bicycle helmet legislation for cyclists under 18 years of age was passed. The department developed an online course as an alternative to first-time bicycle helmet fines for those caught in violation of the law. At the same time, legislation was also passed for the mandatory use of booster seats by older children travelling in vehicles until certain age, weight, or height criteria is met. Finally, the department distributed over 1,100 personal flotation devices to 36 northern and remote communities, the highest uptake since this program began in 2006, in an effort to promote water safety.

The Farm to School Healthy Choice fundraiser was extended by the department to childcare centres and nursery schools in addition to grade schools, selling almost 900,000 pounds of Manitoba vegetables. The department worked with federal, provincial, and territorial counterparts to develop a set of National nutrient criteria to help with school food planning. A comprehensive school health resource on healthy eating and mental health promotion was developed to support teachers, students, administrators and other staff as well as parents to build healthy school communities.

The department continued to support communities working to reduce risk factors of chronic disease by expanding Healthy Together Now to involve 115 communities in Manitoba. Projects ranged from the promotion of physical activity and good nutrition to smoking reduction and mental wellness. The department also continued to co-lead the implementation of the Provincial Bed Bug Strategy, and its related initiatives.

Our programs supported tobacco cessation initiatives by expanding Students Working Against Tobacco (SWAT) teams in Manitoba schools, supporting Manitoba's third Quit Smoking and Win Contest, producing and distributing the ninth Review, Rate and Create program. The department also continued to partner with the Manitoba Tobacco Reduction Alliance to support organizations and workplaces with smoking cessation counselling training and assist their employees with quitting.

Through partnerships and collaboration with service providers, the department has successfully increased street-level addictions outreach, provided training to youth-serving agencies to build capacity in other sectors working with vulnerable youth, and to provide specialized training in select First Nations schools to provide prevention and early intervention services for youth. In collaboration with service providers, the department has implemented, in pilot phase, a central intake and screening process to simplify contact and navigation for clients accessing the addictions system service providers.

The department is currently implementing a performance measurement framework pilot to provide outcome measures to help inform addictions services program development and overall system functioning and continuing to build a knowledge exchange network across the province to ensure up to date best practice information is available. The department continues to lead a working group comprised of addictions stakeholders and department representatives to address policy and protocol for special populations, and to expand opportunities and community-based services in Manitoba.

Our programs continued to advance mental health and well-being in Manitoba through our work with stakeholders to develop recommendations for implementation of the five-year provincial mental health strategic plan, "Rising to the Challenge." In collaboration with RHAs and other external stakeholders, the department completed its fourth full year of implementation of the initiatives of the Youth Suicide Prevention Strategy with a focus on Aboriginal youth. Funding under the strategy continued to support regional youth suicide prevention subcommittees, as well as community-based evidence-informed prevention programs across the province. Work was completed on a first-of-its kind in Canada Spiritual Health Care Strategic Plan, "Health and the Human Spirit" that was launched September 20, 2012. Goals for the four-year plan include enhancing awareness and providing direction for spiritual health care in Manitoba.

Great strides were made in 2012/13, advancing the Age Friendly Manitoba Initiative to increase participation, respect and inclusion of older adults in Manitoba communities. The department provided funding and leadership to communities and partner organizations to support older adults in Manitoba. Manitoba was pleased to co-host the International Age Friendly Symposium on Rural and Remote communities and engaged the public in a panel discussion on rural and remote issues for older adults.

Significant progress was made in implementing *The Caregiver Recognition Act*, through the establishment of the Caregiver Advisory Committee, consultations with service providers and the public on caregiver issues, and the establishment of a successful civil service caregiver network.

The department's leadership to the Manitoba Elder Abuse Strategy through partnerships and funding has increased awareness of this important issue and led to over 100 events being held throughout the province during World Elder Abuse Awareness Day. Information and referral about government programs and community-based services for seniors continued to be an important and valued service to the public.

Continued progress was made on the five-year consumer protection plan, including introduction of legislation to address motor vehicle advertising and improve consumer protection for motor vehicle work and repairs. Additional amendments were made to *The Consumer Protection Act* and *The Business Practices Act* to improve their administration and enforcement as well as enhance their penalty and remedy provisions.

On September 15, 2012 legislation to provide fairer rules for consumers in cell phone contracts came into effect. It protects consumers from unilateral contract changes by suppliers, ensures consumers are provided the information needed to make informed decisions and establishes a reasonable cancellation fee. The New Home Warranty Act was introduced to provide new home owners with warranty protection against construction and building defects. Changes to *The Residential Tenancies Act* clarify rights for tenants and landlords and provide for waiving filing fees for some low-income tenants.

It is my privilege to present this report as a summary of the valuable work the staff of the department, in collaboration with our many partners, have contributed to in 2012/13.

Respectfully submitted,

"Originally signed by"

Cindy Stevens
Deputy Minister of Healthy Living, Seniors and Consumer Affairs

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Monsieur Jim Rondeau
Ministre de la Vie saine, des Aînés et de la Consommation
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Monsieur le Ministre,

J'ai le plaisir de vous présenter le rapport annuel 2012-2013 de Vie saine, Aînés et Consommation Manitoba, qui décrit en détail les nombreuses réalisations du Ministère.

Les milieux de travail, les écoles et les collectivités continuent de s'inscrire à Manitoba *en mouvement*. Le programme Écoles en santé – *en mouvement* a conçu la *Boîte à outils pour la récréation* et *Le savoir-faire physique : trousse à outils* pour soutenir le développement du savoir-faire physique et la promotion de l'activité physique chez les élèves d'âge scolaire. Le Ministère a aussi conclu un partenariat avec le Alberta Centre for Active Living pour offrir de la formation sur la trousse *Physical Activity Counseling Toolkit* aux intervenants en activité physique de la province.

Diverses initiatives visant à réduire les blessures au Manitoba ont été mises en place par le Ministère. En juin 2012, la Province a adopté des dispositions législatives pour rendre obligatoire le port du casque par tous les cyclistes de moins de 18 ans. Le Ministère a conçu un cours en ligne comme solution de rechange au paiement d'une amende pour les cyclistes qui ont reçu une première contravention pour ne pas avoir porté de casque. En même temps, la Province a aussi adopté des dispositions législatives pour rendre obligatoire l'utilisation de sièges d'appoint par les enfants qui voyagent dans les véhicules jusqu'à ce que certains critères d'âge, de poids ou de taille soient atteints. Enfin, dans le cadre d'un programme visant à promouvoir la sécurité nautique, le Ministère a distribué plus de 1 100 vêtements de flottaison individuels dans 36 localités nordiques ou éloignées, ce qui représente la plus grande hausse de participation depuis les débuts de ce programme en 2006.

Le Ministère a étendu le programme de collecte de fonds « Choix santé de la ferme à l'école » aux garderies et aux prématernelles ce qui a permis de vendre plus de 400 tonnes de légumes du Manitoba. Le Ministère a travaillé avec ses homologues fédéraux, provinciaux et territoriaux à élaborer un ensemble de critères nationaux en matière de nutrition pour aider les écoles dans le domaine de la planification alimentaire. Une ressource complète pour les écoles en santé à propos de la promotion de la bonne alimentation et de la santé mentale a été élaborée pour soutenir les enseignants, les élèves, les cadres, les autres membres du personnel ainsi que les parents à bâtir des communautés scolaires en santé.

Le Ministère a continué à soutenir les communautés qui travaillent à réduire les facteurs de risque de maladies chroniques en élargissant le programme « En santé ensemble, aujourd'hui » pour inclure la participation de 115 collectivités du Manitoba. Les projets allaient de la promotion de l'activité physique et de la bonne alimentation à la lutte anti-tabac et à la promotion du bien-être mental. Le Ministère a aussi continué à codiriger la mise en œuvre de la stratégie provinciale contre les punaises de lit et des programmes connexes.

Nos programmes ont appuyé les initiatives de renoncement au tabac par l'augmentation du nombre d'équipes de Students Working Against Tobacco (SWAT) dans les écoles manitobaines, par le soutien au troisième concours « Quit Smoking and Win » (J'arrête, j'y gagne) du Manitoba et la mise en place et la promotion du neuvième programme « Évaluer, classer et créer ». Le Ministère a aussi poursuivi son partenariat avec la Manitoba Tobacco Reduction Alliance pour aider les organismes et les milieux de travail en ce qui concerne la formation à la consultation pour le renoncement au tabac et le soutien aux employés pour qu'ils renoncent à l'usage du tabac.

Grâce à des partenariats et en collaboration avec des fournisseurs de services, le Ministère a réussi à augmenter les interventions de rue dans le domaine des dépendances, à proposer de la formation à des organismes de services aux jeunes afin de renforcer les capacités dans d'autres secteurs d'intervention auprès des jeunes vulnérables et d'offrir une formation spécialisée dans des écoles choisies des Premières Nations en vue de proposer des services de prévention et d'intervention précoce pour les jeunes. En collaboration avec les fournisseurs de services, le Ministère a mis en œuvre, au cours d'une phase de projet pilote, un processus de traitement des demandes et de dépistage pour faciliter la communication et le cheminement des clients qui ont recours aux fournisseurs de services dans le domaine des dépendances.

Par ailleurs, pour éclairer l'élaboration de programmes de lutte contre les dépendances et le fonctionnement du système en général, le Ministère met actuellement en œuvre un cadre pilote de mesure du rendement. Celui-ci permettra aussi de continuer à bâtir un réseau d'échange des connaissances dans la province pour veiller à ce que l'information à jour sur les meilleures pratiques soit accessible. Le Ministère continue de diriger un groupe de travail composé d'intervenants du domaine des dépendances et de représentants ministériels afin de se pencher sur les politiques et les protocoles visant des populations particulières, et d'augmenter les occasions et les services communautaires offerts au Manitoba.

Nos programmes continuent à favoriser la santé mentale et le bien-être au Manitoba grâce au travail effectué avec les intervenants afin d'élaborer des recommandations pour la mise en œuvre du plan stratégique quinquennal de promotion de la santé mentale « Relever le défi ». En collaboration avec les offices régionaux de la santé et les autres intervenants externes, le Ministère a terminé sa quatrième année complète de mise en œuvre d'initiatives de la stratégie de prévention du suicide chez les jeunes du Manitoba, axée principalement sur les jeunes Autochtones. Dans le cadre de cette stratégie, des fonds ont continué d'appuyer des sous-comités régionaux de prévention du suicide chez les jeunes, ainsi que des programmes de prévention communautaires fondés sur des données probantes à l'échelle de la province. Le Ministère a accompli du travail sur le premier Plan stratégique pour les soins spirituels de son genre au Canada intitulé « La santé et l'esprit humain » qui a été lancé le 20 septembre 2012. Les buts du plan quadriennal sont entre autres d'améliorer la sensibilisation et d'orienter les soins spirituels au Manitoba.

De grands progrès ont été faits en 2012-2013 quant à l'Initiative du Manitoba, province amie des aînés pour permettre d'augmenter la participation, le respect et l'inclusion des aînés dans les collectivités manitobaines. Le Ministère a offert du financement et a montré la voie aux collectivités et aux organismes partenaires pour les aider à soutenir les aînés au Manitoba. Le Manitoba a eu le plaisir d'être l'un des hôtes du symposium international Age-Friendly Rural and Remote communities and Places et de faire participer le public à un panel sur les enjeux des collectivités rurales et éloignées pour les aînés.

D'importants progrès ont été faits dans la mise en œuvre de la *Loi sur la reconnaissance de l'apport des aidants naturels*, grâce à la création du comité consultatif sur les aidants naturels, aux consultations avec les fournisseurs de services et le public sur les questions ayant trait aux aidants naturels, et à la mise en place d'un réseau efficace d'aidants naturels de la fonction publique.

Le leadership du Ministère par l'intermédiaire de partenariats et de financements pour la Stratégie

provinciale de lutte contre la violence envers les personnes âgées a permis de sensibiliser davantage le public à propos de cet important problème et a entraîné la tenue de plus de 100 événements dans la province au cours de la Journée internationale de sensibilisation aux abus envers les aînés. L'information sur les programmes du gouvernement et les services communautaires pour les aînés, et l'aiguillage vers ceux-ci sont toujours de précieux services pour le public.

Le Plan quinquennal du Manitoba pour une meilleure protection du consommateur progresse bien; entre autres, des dispositions législatives ont été présentées pour traiter de la question de la publicité sur les véhicules automobiles et renforcer la protection du consommateur en ce qui concerne les réparations de véhicules. Des modifications supplémentaires ont été apportées à la *Loi sur la protection du consommateur* et la *Loi sur les pratiques commerciales* pour améliorer leur gestion et leur mise en application ainsi que pour renforcer les dispositions quant aux peines et aux recours possibles.

Le 15 septembre 2012, les mesures législatives visant à ce que les règles dans les contrats de téléphonie cellulaire soient plus justes pour les consommateurs sont entrées en vigueur. Ces mesures protègent les consommateurs contre les modifications unilatérales du contrat par les fournisseurs de services, font en sorte que les consommateurs reçoivent l'information nécessaire pour faire un choix éclairé, et fixent les montants jugés raisonnables pour les frais de résiliation. La *Loi sur la garantie des maisons neuves* a été présentée. Elle vise à offrir aux propriétaires de maisons neuves une garantie contre les défauts de bâtiment et les vices de construction. Les modifications apportées à la *Loi sur la location à usage d'habitation* clarifient les droits des locataires et des locateurs et permettent la renonciation aux paiements de droits de dépôts pour certains locataires à faible revenu.

C'est pour moi un privilège de vous remettre ce rapport qui résume le travail fructueux que le personnel du Ministère, en collaboration avec nos nombreux partenaires, a accompli au cours de l'exercice 2012-2013.

Le tout respectueusement soumis,

La sous-ministre de la Vie saine, des Aînés et de la Consommation,

"Originally signed by"

Cindy Stevens

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Introduction

Report Structure

The Annual Report is organized in accordance with the appropriation structure for Manitoba Healthy Living, Seniors and Consumer Affairs (HLSCA) as set out in the Main Estimates of Expenditure of the Province of Manitoba for the fiscal year ending March 31, 2013. The report includes information at the main and sub-appropriation levels relating to the department's objectives and actual results achieved. Financial performance information is provided with expenditure and revenue variance explanations, and a five-year adjusted historical table of staffing and expenditures.

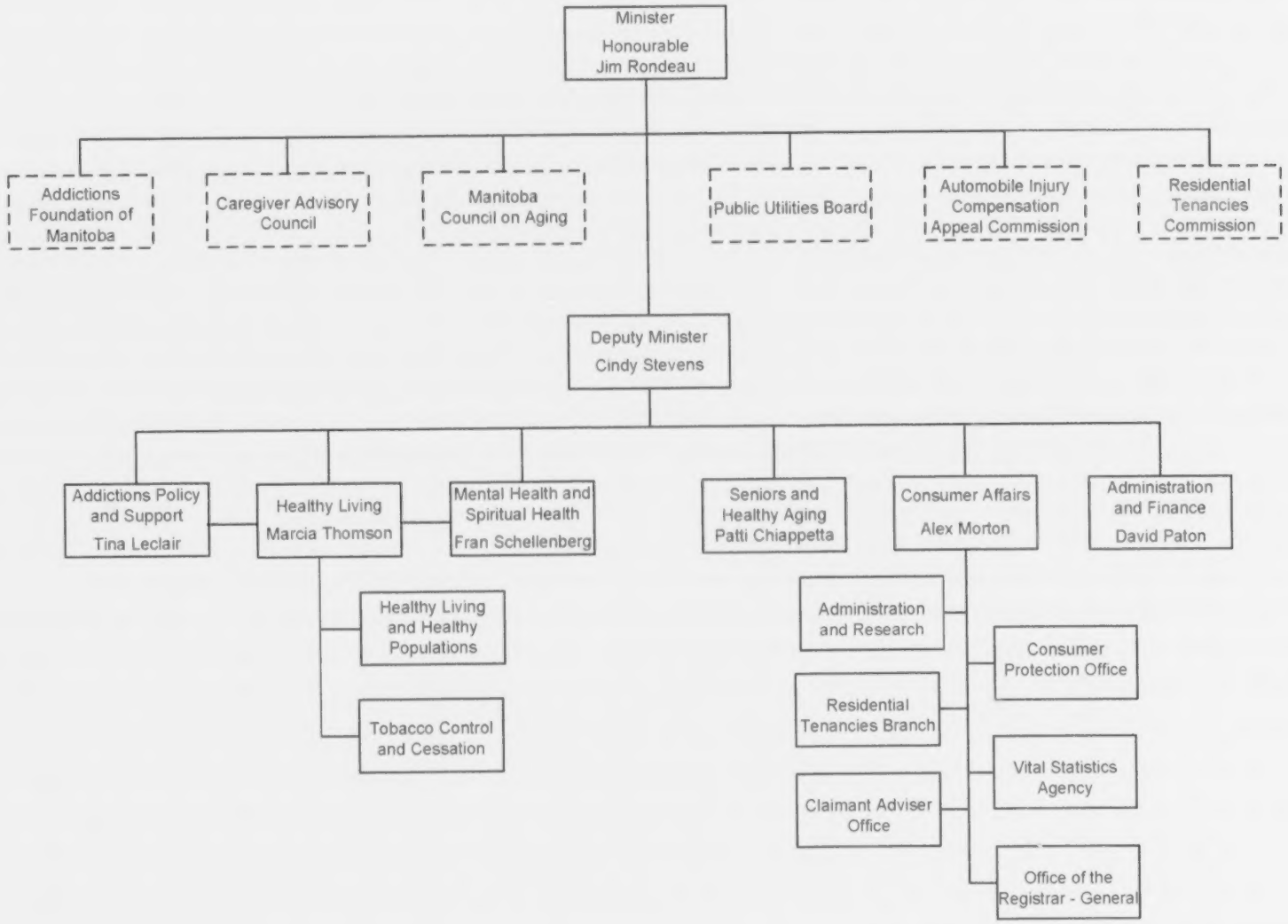
Role and Mission

The department works to create healthy living opportunities that are meaningful to every Manitoban, of every age, in every community. Healthy Living, Seniors and Consumer Affairs focuses on the promotion of policies and programs within the department and across government, as well as in the community, which contribute to the physical, mental and spiritual health and wellness of Manitobans and work to create supportive environments that make healthy choices easier and more accessible. The department also strives to maintain a fair, efficient and informed marketplace for business and consumers.

The overall responsibilities of the Minister and the department include:

- promoting public awareness of and commitment to promotion, prevention, and early intervention activities to encourage active living, healthy eating, mental wellness, healthy sexuality, injury prevention, and chronic disease prevention;
- creating an environment that promotes health, independence and well-being for all Manitoba seniors, through responsive policies, programs and services;
- developing and delivering recreational opportunities, wellness practices, volunteerism, physical activity, and community opportunities at the local and regional level for individuals of all ages;
- providing leadership for provincial policy development, program development, and strategic planning in the areas of mental health and spiritual health;
- promoting and supporting initiatives to reduce the use of tobacco;
- implementing a provincial strategic approach to reducing the individual and societal impact of addictions;
- fostering business and consumer confidence in the marketplace;
- administering a regulatory framework that contributes to a competitive Manitoba economy;
- facilitating resolution of disputes between consumers and businesses, tenants and landlords; and
- maintaining the registry of vital events and responsibility for the registries for the protection of property rights.

HEALTHY LIVING, SENIORS AND CONSUMER AFFAIRS
ORGANIZATIONAL CHART
April 1, 2013



Statutory Responsibilities

The department operates under the authority of the following Acts of the Consolidated Statutes of Manitoba:

The Addictions Foundation Act

The Business Practices Act

The Caregiver Recognition Act

The Cemeteries Act

The Change of Name Act

The Charities Endorsement Act

The Condominium Act

The Consumer Protection Act

The Funeral Directors and Embalmers Act

The Housing and Renewal Corporation Act [clause 44(k)]

The Hudson's Bay Company Land Register Act

The Landlord and Tenant Act

The Life Leases Act

The Manitoba Council on Aging Act

The Manitoba Public Insurance Corporation Act [sections 174.1 to 174.4 (Claimant Adviser Office) and sections 175 to 185 (Automobile Injury Compensation Appeal Commission)]

The Marriage Act

The Mortgage Act [Part III]

The Non-Smokers Health Protection Act

The Occupiers' Liability Act [section 9.1]

The Personal Investigations Act

The Personal Property Security Act

The Prearranged Funeral Services Act

The Professional Home Economists Act

The Public Health Act [the Bedding and Other Upholstered or Stuffed Articles Regulation (Manitoba Regulation 78/2004)]

The Public Utilities Board Act

The Real Property Act

The Registry Act

The Residential Tenancies Act

The Special Survey Act

The Surveys Act (Part I)

The Title to Certain Lands Act

The Trade Practices Inquiry Act

The Vital Statistics Act

The Youth Drug Stabilization (Support for Parents) Act

Executive Support

Minister's Salary

This appropriation provides for the Minister's salary entitlement as a member of Executive Council.

1(a) Minister's Salary

Expenditures by Sub-Appropriation	Actual 2012-2013 $(000's)	FTE's	Estimate 2012-2013 $(000's)	Variance Over(Under) $(000's)	Expl. No
Salaries	37	1.00	37	-	
Total Sub-Appropriation	37	1.00	37	-	

Executive Support

Executive Support, consisting of the Minister's and the Deputy Minister's offices, provides leadership, policy direction and operational coordination to support the department and its agencies. The Minister's office provides administrative support to the Minister in the exercise of his executive policy role and service to the constituency. The Deputy Minister advises the Minister and gives direction to the department on the overall management and development of its policies and programs.

1(b) Executive Support

Expenditures by Sub-Appropriation	Actual 2012-2013 $(000's)	FTE's	Estimate 2012-2013 $(000's)	Variance Over(Under) $(000's)	Expl. No
Salaries and Employee Benefits	332	5.00	361	(29)	
Other Expenditures	51		67	(16)	
Total Sub-Appropriation	383	5.00	428	(45)	

Administration and Finance

Administration and Finance is a shared services division which supports the operations of the departments of Culture, Heritage and Tourism; Healthy Living, Seniors and Consumer Affairs; and Children and Youth Opportunities.

Administration and Finance assists the department in achieving its goals by providing services in support of the effective management of its human, financial and information resources and by assisting the other divisions and branches in the implementation of their initiatives. As well, the division provides guidance and support in meeting the legislative and policy requirements of central agencies of government including the Treasury Board, Civil Service Commission, Provincial Comptroller's Office, Office of the Auditor General and Office of Business Transformation and Technology. Activities include providing critical analysis and advice to management, budget coordination, administrative and operational support services, and information technology support.

Management Services supports departmental planning processes and encourages the development of clear linkages between departmental, branch and section priorities and objectives, while maximizing the use of limited resources. The branch coordinates the preparation of the Department Plan, Estimates Supplement and Annual Report, including performance reporting, in accordance with Treasury Board guidelines. Additionally, it is responsible for ongoing maintenance of business continuity plans as required under *The Emergency Measures Act*.

Financial Services coordinates the preparation of the department's budget and provides financial advice and analytical support for resource allocation decision-making. The branch supports the preparation and review of authority seeking submissions and contracts. Additionally, it provides central accounting, financial monitoring and reporting, general operating and administrative support services, monthly expenditure and variance reports, quarterly revenue statements and annual financial statements. Financial Services is also responsible for the preparation, communication and monitoring of the department's comptrollership plan, and regularly provides management and financial reports that support the delivery of departmental programs and initiatives.

Information Technology Services promotes and supports the planning, implementation and project management of all information technology applications within the department. This includes all aspects of the management and support of the department's internet site. The branch supports business units from the conception of a business improvement opportunity or from the identification of a new or changed business requirement through implementation of an appropriate solution. The branch provides consultative services to senior management and business units; coordinates the preparation and execution of the department's annual Information Technology Plan; coordinates the acquisition, installation, security, maintenance and support of desktop computer-related activities; and works closely with the office of Business Transformation and Technology (BTT) to manage the delivery of central services application development, implementation and maintenance services.

In 2012/13, Information Technology Services worked closely with BTT to implement the Bike Helmet Online Website for Healthy Living and Populations' Injury Prevention Branch. The purpose of the website is to offer a bike helmet safety course for individuals to be educated about the importance of bicycle helmets. The focus is on educating parents and children and using the law as an incentive to encourage the purchase and use of helmets. This is a unique educational component to legislation – no such system exists in Manitoba or in other Canadian jurisdictions.

Administration and Finance is responsible for the coordination of applications received under *The Freedom of Information and Protection of Privacy Act (FIPPA)*. For the period January 1, 2012 to December 2012, 32 requests were completed by the department of which 18 were from political parties, 13 were from private citizens or organizations and one was from the media. Twenty-two were responded to within 30 days and 10 were responded to within 60 days. Further details are included in government's 2012 FIPPA Annual Report.

1(c) Financial and Administrative Services

Expenditures by Sub-Appropriation	Actual 2012-2013 $(000's)	FTE's	Estimate 2012-2013 $(000's)	Variance Over(Under) $(000's)	Expl. No
Financial and Administrative Services	181	-	181	-	
Total Sub-Appropriation	181		181	-	

Sustainable Development

The long-term impacts of decisions affecting the economy, environment and social well-being are the priority of the Department of Healthy Living, Seniors and Consumer Affairs. Through support to Manitobans, their communities, and populations the department seeks to enhance overall wellness of Manitobans. This activity seeks to promote the health of the population and thereby reduce the reliance on the health and social service systems.

Examples in the daily operations of the department, management decision-making and program planning are highlighted:

- HLSCA promoted staff participation in the Commuter Challenge initiative aimed at encouraging staff to contribute to the efforts against climate change. Staff were encouraged to help reduce gas emissions through cycling, walking, rollerblading, taking the bus, or car pooling.

- The Manitoba ***in motion*** provincial physical activity strategy promotes active transportation, such as walking and cycling, as a great way to meet daily physical activity requirements.

- The department provided funding to the Physical Activity Coalition of Manitoba to develop resources and tools that support and promote physical activity through active transportation. The Physical Activity Coalition also hosted a provincial summit on active transportation in March 2012.

- *After the School Bell Rings* is a project that, in part, promotes active and safe routes to and from school. It is delivered by Recreation Connections Manitoba and Green Action Centre and funded through a bilateral agreement with HLSCA and Public Health Agency of Canada.

- HLSCA has established actions to protect the health and environment of Manitobans from possible adverse effects of their operations and activities as well as providing a safe and healthy working environment for staff.

- Landlords can electronically file copies of some residential tenancies notices, eliminating the need to print and send hard copies of these documents.

- Provisions in *The Residential Tenancies Act* encourage landlords making capital improvements to their residential rental complexes to choose products that increase energy efficiency.

- Each branch of Healthy Living, Seniors and Consumer Affairs (HLSCA) continues to reduce, reuse and recycle paper products and staff are encouraged to use duplex printing and photocopying when possible.

- The department participates in government's Blue Bin recycling program. Bins have been installed in boardrooms, meeting rooms and all lunchrooms for empty beverage and food containers.

- Staff are involved in the procurement of stationary products and are continually encouraged to select "green" products whenever possible.

- Government-wide directives on sustainable development initiatives such as recycling papers and toner cartridges are continually enforced. Staff are encouraged to turn off lights and computers in their offices when not in use.

- The Healthy Schools initiative promotes active and safe routes to schools for health benefits and for the environment. Through Healthy Schools, the department provided funding to support programs and projects for before and after school. The *Active and Safe Routes to School Program* and the *After the School Bell Rings Project* target children, families, and schools to encourage active travel to and from school, and support school divisions and schools in the area of school travel planning.

- Through its healthy eating initiatives, the department works with partners, including the Northern Healthy Foods Initiative, Food Matters Manitoba and the Child Nutrition Council of Manitoba, to encourage use of local foods systems.

- Through the Trans Canada Trail (Manitoba) project and the Manitoba Recreational Trails Association, the department supports the development of trails throughout the province, which provides sustainable ways to get places and enjoy the outdoors.

- Through strategic investment in the addictions system and enhancements to addictions services, the well-being of Manitobans is protected and opportunities for wellness are provided.

- Through the mental health and spiritual health care strategies, the department promotes mental and spiritual health of Manitobans and influences overall social well-being.

- The Age-Friendly Manitoba Initiative promotes active living for all ages. Key features of Age-Friendly communities include developing and maintaining walking paths and providing accessible and affordable public transportation, which promotes active transportation opportunities for older adults and the community as a whole.

- Manitoba's Healthy Aging Strategy promotes active living as a part of older adults' daily routine. ALCOA-MB, a key partner in the Healthy Aging Strategy, also promotes peer-led walking programs for seniors.

- The Seniors and Healthy Aging Secretariat has expanded information available on the department's website. Changes have been made to streamline mass mail-outs of publications with a new emphasis to retrieve information from the departmental website or through an order form (e.g. the Manitoba Council on Aging's Recognition Awards Application Package, Seniors' and Elders' Day information, and the Manitoba Seniors' Guide).

Healthy Living and Populations

Healthy Living and Healthy Populations provides strategic direction, policy development and program planning to improve the well being and health outcomes for all Manitobans. In collaboration with other areas and partners, emphasis is placed on health promotion, prevention and early intervention activities in order to create supportive environments that make healthy choices easier and more accessible.

The objectives were:

- Advance healthy living through strategic partnerships by enhancing personal and community wellness, and supporting prevention and health promotion.
- Through community and interdepartmental partnerships, reduce health disparities for at-risk populations.

The expected and actual results for 2012/13 included:

1. Continue further expansion of the **Manitoba *in motion*** physical activity strategy in community, school, workplace and home settings to increase physical activity levels of Manitobans.
    - Offered program assistance, physical activity information, and resources to communities, schools and workplaces to help with their activities, supporting 50 new workplaces, schools or communities.
    - Distributed over 40,000 copies of the Physical Activity Guidelines and Sedentary Behaviour Guidelines.
    - Developed a Recess Toolkit and Physical Literacy Toolkit which provides opportunities to develop physical literacy and physical activity promotion from Kindergarten to Grade 12.
    - Partnered with the Alberta Active Living Centre to offer training to Physical Activity Practitioners from across the province on the Physical Activity Counseling Toolkit.
    - Continued funding for organizations that deliver physical activity initiatives, such as the Physical Activity Coalition of Manitoba, Manitoba Fitness Council, Manitoba Physical Education Teachers Association, and Active Living Coalition for Older Adults Manitoba.
2. Collaborate with communities to expand Manitoba trails, and promote the use of trails for health and enjoyment.
    - Through departmental grants, the Manitoba Recreational Trails Association and Nature Manitoba continued efforts to build, maintain and market recreational trails as well as improve their interpretation, with particular focus on developing the remaining portion of the Trans Canada Trail.
3. Facilitated outreach and engagement with immigrant communities related to healthy living initiatives.
    - Continued support for Sexuality Education Resource Centre's (SERC) newcomer initiatives, including *Our Selves, Our Daughters*, a nationally recognized educational program to support refugee women affected by female genital cutting, address prevention, and educate health practitioners on appropriate, respectful care. Funding was also provided for SERC's *Juggling Two Cultures, Making Good Choices: Culturally Competent Sexuality Education for Newcomer Refugee Canadian Youth in MB*, a one-time project to provide culturally appropriate sexual health education, capacity building, tool/resource development, and service provider training.
    - Continued funding for Mount Carmel Clinic's *Strengthening Families in Canada* program, a newcomer/refugee program focused on community capacity building, skills development, and individual and group supports for war-affected women, and women who are victims of sex-related trauma, as well as their families and communities.

4. Ongoing implementation of the Provincial Injury Prevention Strategy, including initiatives for cycling safety, falls prevention for seniors, farm safety, water safety and children's safety.

   - On June 14, 2012, mandatory bicycle helmet legislation for cyclists under 18 years of age received Royal Assent for a May 1, 2013 proclamation. The online Manitoba Bike Helmet Safety Course was developed as an alternative to first-time bike helmet fines and as a public education tool.
   - On June 14, 2012, mandatory booster seat legislation received Royal Assent. Once proclaimed, older children travelling in vehicles will be required to use a booster seat until they meet age/weight/height criteria specified in the child restraining devices regulation.
   - A rural Canadian Falls Prevention Curriculum training session and a meeting of the Manitoba Falls Prevention Network were held to share falls prevention best practices. Informational presentations, support groups and health fairs on bone health were targeted at older adults, health care professionals, youth and the general public. Through the SafetyAid program, 700 falls prevention assessments and supplies were provided to older adults in SafetyAid expanded areas.
   - There were 1,104 personal flotation devices (PFD) distributed to 36 communities through the northern and remote PFD Loaner Program – the highest rate of participation since the program's inception in 2006. Twenty-eight Manitoba Water Safety Community grant applicants were approved for various water safety activities. Water safety public awareness campaigns were delivered on the importance of PFD use and other water safety measures.

5. Support activities that promote the self-help model of service through a network of independent self-help groups working in the area of disability and chronic disease.

   - Provided continued funding for the Society for Manitobans with Disabilities – Self-Help Clearinghouse, which provides collaborative networking, advocacy and administrative support to more than 10 organizations.

6. Collaborate with government and community partners to prevent sexually transmitted and blood borne infections (STBBIs), and promote sexual health.

   - Participated on a number of interdepartmental, intersectoral and community-based committees which promote sexual health and address the issues of STBBIs within Manitoba including: STBBI Strategy Development Team; The 595 Prevention Team Coordinating Committee; the WRHA Healthy Sexuality Advisory Committee; and Newcomer Youth and Sexuality Advisory Committee.
   - Continued to collaborate with provincial partners on the development of the provincial Sexuality Transmitted and Blood Borne Infection Strategy, which is in its final stages of development.
   - Funded a number of programs and agencies throughout Manitoba for sexual health promotion and STBBI prevention activities directed at populations most at risk.

7. Continue to implement and expand nutrition policies with schools and child care facilities, and expand a province-wide school healthy choices fundraising program.

   - Worked with federal, provincial and territorial counterparts to develop a set of national 'best-fit' nutrient criteria to assist governments, schools and industry in school food planning.
   - Provided grant support to the Child Nutrition Council of Manitoba to subsidize breakfast and snack programs at 125 schools, and after-school vegetable and fruit pilot programs at 41 sites.
   - Developed framework options for a childcare nutrition initiative.
   - In partnership with Peak of the Market and the Manitoba Home Economics Association, the Farm to School Healthy Choice fundraiser and awareness program was extended to licensed childcare centres and nursery schools as well as grade schools. In 2012/13, 432 sites participated, selling over 896,000 pounds of Manitoba vegetables and raising over $407,000 for their programs.

8. Continue further expansion of Manitoba's Healthy Schools Initiative to support school communities and increasing healthy school environments.

    - The Healthy Schools grant was integrated into Manitoba Education's Categorical Grant Funding and Reporting Model for school divisions to improve service delivery and streamline reporting. This grant provides school divisions, independent and First Nations schools support for their work developing and implementing Healthy Schools plans and activities.

    - Provided annual funding to schools through Healthy Schools Campaigns to undertake projects that support and increase awareness of important health and wellness issues in their school community. In 2012/13, schools received funding for activities focused on healthy eating (fall 2012) and mental health promotion (January-March 2013).

9. Implement the Healthy Schools ***in motion*** Geocaching Loaner Program and provide ***in motion*** schools with an opportunity to engage students in geocaching.

    - The Healthy Schools ***in motion*** Geocaching Loaner Program was implemented and launched at a workshop with over 50 teachers. All registered ***in motion*** schools have access to the program which is run in partnership with the Manitoba Physical Education Teachers Association.

10. Continue to support communities through Healthy Together Now to build environments that promote the prevention of chronic disease using a community development approach.

    - Healthy Together Now (HTN) has expanded to involve 115 communities in Manitoba (including 21 First Nation communities and seven Métis communities) in implementing chronic disease prevention action plans aimed at promoting physical activity, healthy eating, smoking reduction and mental well-being.

    - One hundred and twenty-eight people representing 50 Manitoba communities attended a Share and Learn Forum in Winnipeg that provided community, regional, provincial and other partners an opportunity to learn, network, and share best practices.

11. Support RHAs working with Healthy Together Now communities to implement tobacco use reduction projects.

    - Tobacco reduction, cessation and/or prevention programs have been implemented in 16 communities in consultation with their regional health authorities.

12. Continue to integrate mental wellness messaging into existing initiatives.

    - Schools were provided an opportunity to receive funding for activities related to a Mental Health Promotion Campaign in late 2012 and early 2013 through the Healthy Schools program.

    - Comprehensive school health resources for healthy eating and mental health promotion were developed to support teachers, students, school administrators, school jurisdiction staff, health professionals, parents, and community members in building healthy school communities.

13. Support the ongoing development of a Pan-Canadian Strategy on Healthy Weights.

    - Collaboration continues with provinces, territories and the Public Health Agency of Canada to develop and report on strategies to address healthy weights. Manitoba is a champion for access to healthy foods in the north through the Northern Healthy Foods Initiative.

14. Continue to implement Health e-Plan, an online health and wellness assessment tool for Manitobans.

    - As of February 2013, there were 5,015 registered users of the Health e-Plan tool, and approximately 20 per cent (993) had returned to update their profile one or more times. A workplace pilot review of the current tool was completed using the Interlake-Eastern Regional Health Authority.

15. Continue development and implementation of a Provincial Bed Bug Strategy with government and community partners.

    - The Non-Profit Community Grants Program supported 70 non-profit community-based organizations, both from rural-northern communities and Winnipeg, for bed bug education, treatment/management and prevention.
    - 61 public and private sector organizations accessed the Low Cost Preventive Materials Program for specialized materials such as mattress and box spring encasements and bed bug monitors to combat bedbugs at low cost.
    - 164 applicants received support through the Bug and Scrub Social Enterprise Program to assist the most vulnerable in preparing their residence for treatment and help educate Manitobans about preventing the spread of bed bugs. The Bed Bug Public Inquiry & Information Line/E-mail received 2,038 phone calls and 627 initial e-mails from concerned Manitobans seeking information about bed bugs.
    - On March 19, 2013 Manitoba Green Retrofit (a non-profit organization that implements the Bug and Scrub Program) began to distribute low-cost preventive bed bug materials directly to the general public through a store front located at Neechi Commons (865 Main Street in Winnipeg).
    - The Manitoba Hotel Association and the department developed a bed bug identifier card for the hotel industry as a tool to increase bed bug awareness, detection, and prevention.

16. Collaborate with school divisions, regional health authorities, disease prevention groups, and recreation and fitness organizations to facilitate partnership to support prevention and communication efforts to advance healthy living for Manitobans.

    - Continue to implement the Healthy Foods Action Fund to support strategic partnerships and community-based action on food security.
    - In partnership with the Public Health Agency of Canada, provided funding for after school physical activity and healthy eating projects: (1) *After the School Bell Rings,* delivered by Recreation Connections Manitoba and Green Action Centre; and *(2) Rec and Read Mentor Programs*, delivered by University of Manitoba.
    - Contributed to the Interdepartmental Working Group on Active Transportation in implementing the Active Transportation Advisory Group *Greater Strides: Taking Action on Active Transportation* report recommendations.
    - Supported the Strengthening Families program at Mount Carmel Clinic that provides programming, training, and supports for newcomer communities to ensure their overall health and wellness.
    - Supported the *Play it Safer Network* which provides youth-focused, peer-based education and training regarding harm reduction and safer sexual practices, in collaboration with the province and the Northern Regional Health Authority.
    - Participated in an interdepartmental working group on chronic disease management.

2(a) Healthy Living and Healthy Populations

Expenditures by Sub-Appropriation	Actual 2012-2013 $(000's)	FTE's	Estimate 2012-2013 $(000's)	Variance Over(Under) $(000's)	Expl. No
Salaries and Employee Benefits	1,437	13.00	1,160	277	*1*
Other Expenditures	2,349		3,438	(1,089)	*2*
External Agencies	2,791		3,382	(591)	*2*
Total Sub-Appropriation	6,577	13.00	7,980	(1,403)	

1 Reflects severance payments and increased staffing costs.

2 Reflects planned decreases in administrative costs and grants.

Mental Health and Spiritual Health

Mental Health and Spiritual Health Care Branch provides leadership, support and coordination to the mental health and spiritual health care systems in Manitoba.

The objectives were:

- Provide direction and support toward innovation, evidence-based practice and accountability in the mental health system and spiritual health care in Manitoba.
- Reduce health disparities and advance mental wellness.

The expected and actual results for 2012/13 included:

1. Strong collaboration with a diverse range of stakeholders in policy and program development and in the implementation of provincial strategies.
    - Following the launch of the provincial Mental Health Strategic Plan, "Rising to the Challenge", the Mental Health and Spiritual Health Care Branch worked with stakeholders to develop recommendations for implementation corresponding to the six goals of the plan.
    - The branch began working with partners on the development of a child and youth mental health navigational tool to assist families to access mental health services for children and youth.
    - Plans were finalized to provide funding for 17 Mental Health First Aid (MHFA) instructors to be trained in school divisions across the province.
    - Work was completed on a first-of-its-kind in Canada Spiritual Health Care Strategic Plan, "Health and the Human Spirit" that was launched September 20, 2012. Goals for the four-year plan include enhancing awareness and providing direction for spiritual heath care in Manitoba.

2. Evidence-based policies for the health sector that reflects concerns of priority populations.
    - The branch continued its participation on the Trauma Planning Leadership Committee, whose goal includes increasing capacity and awareness to better respond to the needs of people affected by trauma.
    - Work continued with the Winnipeg Regional Health Authority (WRHA) on the creation of a Community Mental Health Crisis Response Centre in Winnipeg to provide specialized mental health crisis resources.
    - The branch completed planning related to Mental Health Court, a special court that works with individuals whose mental-health issues are causing them to be involved in crime. The court began hearing cases May 2012, supported by expanded mental-health services with funding provided to the Winnipeg Regional Health Authority.
    - The branch also continued to plan and implement enhanced eating disorders treatment.

3. Promotion of co-occurring disorders services.
    - The branch continued working with RHAs, addictions system partners and other stakeholders to increase system capacity to provide treatment to individuals with co-occurring mental health and substance use disorders including the planning and delivery of a summer institute attended by service providers from the mental health and addictions systems across the province in summer, 2012 and a Visioning Day in fall, 2012.

4. Program excellence and fiscal accountability of provincially-funded mental health programs and services.
    - To ensure strong service delivery and fiscal accountability, the department continued working with mental health service agencies contracted through Service Purchase Agreements to provide mental health programs and services to Manitobans, such as peer support and public education.

5. Improved access to mental health services for youth with a focus on Aboriginal youth.
   - The branch continued its work with the Northern RHA to develop a Northern Youth Crisis Service which is being planned as a six-bed facility for youth requiring mental health and/or addictions stabilization.

6. Enhanced protective factors and reduced modifiable risk factors with respect to suicide prevention.
   - In collaboration with RHAs and other external stakeholders, the branch completed its fourth full year of implementation of the initiatives of the Youth Suicide Prevention Strategy with a focus on Aboriginal youth. Funding under the strategy continued to support regional youth suicide prevention subcommittees, as well as community-based evidence-informed prevention programs such as: Winnipeg Aboriginal Sport Achievement Centre North; Mental Health First Aid; Teen Talk North; enhanced telehealth capacity for child and adolescent mental health consultation to the North; enhanced training for community child and adolescent mental health clinicians in the North; discharge protocols and resources; trauma training for service providers; and bereavement support.
   - The branch continued to work with stakeholders to disseminate guidelines for public awareness and education related to suicide prevention.
   - The branch continued to co-lead the Provincial Suicide Prevention Leadership Committee, an interdepartmental committee aimed at reducing suicide among adults and older adults through policy and program recommendations.

7. Continued work with service provider systems towards integration of psycho-social considerations into broader emergency management planning.
   - Four regional cross-sectoral recovery teams continued to support the psychosocial recovery of individuals, families, and communities who have been affected by the flood in 2011. Teams continued their work into fiscal year 2012/13 in regional health authority areas most impacted by the flood: the former Interlake, Central, Parkland and Assiniboine/Brandon regions.
   - The department began work to develop a planning and process structure to improve communication and coordination strategies amongst partners for all hazards and to integrate psychosocial considerations into the broader emergency management system.

2(b) Mental Health and Spiritual Health

Expenditures by Sub-Appropriation	Actual 2012-2013 $(000's)	FTE's	Estimate 2012-2013 $(000's)	Variance Over(Under) $(000's)	Expl. No
Salaries and Employee Benefits	686	9.00	675	11	
Other Expenditures	1,818		2,065	(247)	
External Agencies	2,434		2,434	-	
Total Sub-Appropriation	4,938	9.00	5,174	(236)	

Tobacco Control and Cessation

Tobacco Control and Cessation implements the provincial tobacco control strategy with the goals of preventing youth from starting to smoke, protecting non-smokers from exposure to second-hand smoke, helping smokers quit and denormalizing tobacco use.

The objectives were:

Implement evidence-based programs, legislation, policies and projects in partnership with stakeholder organizations that:

- support Manitobans in reducing tobacco use and prevent youth from starting to smoke through enhanced enforcement of legislation, school-based programs and cessation counselling services.
- enhance collaboration with stakeholders and other sectors that can assist with reducing tobacco use through increased access to supports and services.
- focus efforts on partnering with organizations working with vulnerable populations who are most at risk for using tobacco to provide cessation training and supports for staff and clients.
- undertake innovative initiatives that reach the remaining 20 per cent of Manitobans who smoke and reduce the health disparity between smokers and non-smokers.
- support litigation against tobacco product manufacturers to recover health care costs expended as a result of tobacco use (through the Tobacco Damages and Health Care Cost Recovery Act, and in collaboration with other jurisdictions).

The expected and actual results for 2012/13 included:

1. Support is provided to Manitobans to reduce tobacco use and prevent youth from starting to smoke through enhanced enforcement of legislation, school-based programs and cessation counselling services.

    - Continued enforcement of the Non-Smokers Health Protection Act provisions prohibiting the sale of tobacco products to minors and restricting the display, advertising and promotion of tobacco and tobacco-related products. Through joint enforcement operations with Health Canada focusing on the sale of single cigarettes, 483 compliance checks were conducted, 17 charges were laid and 243 warnings were issued.
    - Expansion of the Students Working Against Tobacco (SWAT) program in Manitoba schools. Fifty SWAT teams have been established with plans for expansion in the north. The 'train the trainer' model was initiated to support further expansion enabling youth to take a leadership role in promoting reduced uptake of smoking among their peers.
    - Continued provision of the Review & Rate program to all Manitoba schools with grades 6-12. For the ninth year in a row this effective media-based education program saw 14,463 students participate and 400 teachers complete evaluations indicating they want to run the program again next year.
    - Continued provision of the Not On Tobacco (NOT) program, a teen smoking cessation program offered in Manitoba schools to equip youth with the information, skills and motivation to quit smoking. Approximately 20 per cent of the students participating in this program quit or cut down on their smoking.
    - Continued provision of funding for the Smokers Helpline, a free smoking cessation counselling service for Manitobans. In 2012/13, 3,300 contacts were made through the Smokers Helpline.

2. Enhance collaboration with stakeholders and other sectors that can assist with reducing tobacco use through increased access to supports and services.

   - The addition of smoking cessation aid Champix to the provincial Drug Formulary reduced the cost barrier to quitting for many and provides greater access to proven smoking cessation aids.
   - Collaborated with Health Canada on implementation of a 1-800 number on cigarette packaging and continued support for the Smokers Helpline in order to handle increased call volumes. Call volumes increased from 1,200 in 2011/12 to 3,300 in 2012/13.

3. Focus efforts on partnering with organizations working with vulnerable populations who are most at risk of using tobacco to provide cessation training and supports for staff and clients.

   - The Manitoba Tobacco Reduction Alliance (MANTRA) was provided with $140.0 in funding to undertake a pilot project to support smoking cessation among vulnerable populations. MANTRA focused its efforts on supporting Regional Health Authorities to develop action plans on tobacco use reduction, providing training to workplaces, and establishing effective relationships with First Nations.

4. Undertake innovative initiatives that reach the remaining 20 per cent of Manitobans who smoke and reduce the health disparity between smokers and non-smokers.

   - Expanded the MANTRA pilot project to include populations served by agencies such as Manitoba Housing and Community Development and the Addictions Foundation of Manitoba.
   - Engaged the Lung Association of Manitoba to run the third annual 'Quit and Win' contest encouraging Manitobans to quit smoking for a month and be eligible for cash prizes. About 1,400 Manitobans participated in this contest.

5. Through the Tobacco Damages and Health Care Cost Recovery Act, and in collaboration with Manitoba Justice, Manitoba Health, and other jurisdictions, launch litigation against tobacco product manufacturers to recover health care costs expended as a result of tobacco use.

   - Contribute to developments in the area of litigation against tobacco manufacturers to recover health care costs attributable to tobacco use.
   - Continue to collaborate with other Canadian jurisdictions to enhance and support litigation efforts while controlling costs.

2(c) Tobacco Initiatives

Expenditures by Sub-Appropriation	Actual 2012-2013 $(000's)	FTE's	Estimate 2012-2013 $(000's)	Variance Over(Under) $(000's)	Expl. No
Salaries and Employee Benefits	293	3.00	235	58	
Other Expenditures	692		702	(10)	
External Agencies	161		166	(5)	
Total Sub-Appropriation	1,146	3.00	1,103	43	

Addictions Policy and Support

The Addictions Policy and Support Branch provides leadership and direction on provincial policy development, planning and advice in the area of problematic substance use and gambling. The branch manages relations with, and deliverables of, addictions agencies including the Addictions Foundation of Manitoba (AFM), funded by the department.

The branch co-chairs and supports a network comprised of addictions service providers that represent the full continuum of care. The Addictions Agency Network provides opportunities to share information, collaborate on new initiatives and recommend system changes through a client-centered service provision lens. The network is comprised of representation from 17 agencies, including the Addictions Foundation of Manitoba. The Addictions Foundation of Manitoba's Board of Governors is selected by the government, is governed through legislation and submits an annual report that is tabled in the Legislature.

The objectives were:

Work collaboratively with addictions programs across the province to:

- Advance the objectives of Manitoba's Five Point Strategy "Breaking the Chains of Addictions."
    1. Build a better system.
    2. Enhance the continuum of services and increase residential treatment capacity.
    3. Improve service access and the ability of clients to receive the right service in the right place at the right time.
    4. Build community-based treatment capacity.
    5. Develop the provincial research function.
- Collaborate on the development of strategies and policies across a continuum from prevention to tertiary care.
- Provide information, advice and recommendations that support effective planning and decision making.
- Identify emerging issues and best practices related to addictions.
- Develop and support practices that enhance system accountability.

Continue to work with stakeholders to implement system changes and service enhancements through Health Canada's Drug Treatment Funding Program (DTFP).

The expected and actual results for 2012/13 included:

1. Strategies to strengthen collaboration and information sharing across the provincially funded addictions agencies to further develop the addictions system.
    - The branch continued to work toward shared policy and program outcomes and long-term planning with the provincially funded addictions agencies.
    - The Addictions Agency Network (comprised of representatives from each funded agency and the branch) continued to meet regularly.
    - The branch continued to lead a working group comprised of addictions agencies and department staff to implement the pilot of the newly developed centralized intake and screening process.
    - The branch made regular site visits to agencies to review service expectation deliverables and seek input regarding further development of the addictions system.
2. Enhanced the continuum of services and increase residential treatment capacity.
    - The branch works in partnership with addictions agencies. Through monitoring the impact of the treatment bed increase and evaluation, funding was identified to support opportunities for other potential enhancements. This included funding overnight staffing at two post-treatment facilities.

- The branch continued to work on developing the new Youth Addictions Stabilization Unit facility, scheduled to open in 2013/014. Intoxicated Persons Detention Act beds for youth will also be housed in the facility.
- Through DTFP, the branch, along with relevant stakeholders, provided street-level outreach in Winnipeg and Thompson, increased addictions training for individuals working with youth in multiple sectors, and provided prevention and early intervention materials in First Nations schools.

3. Improved access to addictions services in Manitoba.
   - Through the Addictions Agency Network, agencies have the opportunity to work together, cross refer, exchange knowledge, share materials and resources and provide support. Because agencies are working together, program awareness and service access improved.
   - Through DTFP and the Addictions Foundation of Manitoba, developed the Manitoba Knowledge Exchange Network and launched a knowledge exchange website.
   - Planning continues for further system and service enhancements. Through DTFP, the implementation of a common intake and screening pilot began in 2012/13.

4. Evidence-based policies for addictions programs.
   - The branch provided direction to funded addictions agencies regarding outcomes, performance measures and strategic planning. This included updating Services Purchase Agreements to reflect an evidence-based direction.
   - Through DTFP, the development of a common reporting database and common performance measurement indicators continued.
   - The branch produced its first report for the Canadian Centre on Substance Abuse-led National Treatment Indicators project, which includes output statistics on nine key indicators. The data collected will strengthen governments' understanding of the population accessing the addictions service system.

5. Improved integration of addictions and mental health services at both the service and policy level.
   - The branch works with the Provincial Co-occurring Disorders Leadership Team to ensure collaboration continues between the two service systems.
   - The branch participates in the Mental Health Managers Network meetings to collaborate and share information of initiatives related to co-occurring disorders.
   - The new provincial knowledge exchange network is underway and will assist with knowledge transfer gaps between addictions and mental health.

2(d) Addictions Policy and Support

Expenditures by Sub-Appropriation	Actual 2012-2013 $(000's)	FTE's	Estimate 2012-2013 $(000's)	Variance Over(Under) $(000's)	Expl. No
Salaries and Employee Benefits	376	3.00	259	117	
Other Expenditures	1,609		660	949	1
External Agencies	8,198		8,540	(342)	
Total Sub-Appropriation	10,183	3.00	9,459	724	

1 Variance is due to spending related to the Drug Treatment Funding Program.

Seniors and Healthy Aging Secretariat

The Seniors and Healthy Aging Secretariat works with all departments to create an environment within Manitoba that promotes the health, independence and well-being of all Manitoba seniors.

The secretariat provides support to the Minister to ensure the needs and concerns of seniors are reflected through a coordinated and comprehensive framework of legislation, public policy and programs.

The objectives were:

- Maintain or improve the quality of life of Manitoba seniors through supportive and accessible environments and responsive programs and services.
- Improve the safety and security of older Manitobans.
- Improve communication with the public, including access to information.
- Provide administrative and research support to the Manitoba Council on Aging (MCA).

The expected and actual results for 2011/12 included:

1. Maintain or improve the quality of life of Manitoba seniors through supportive and accessible environments and responsive programs and services.

    - Provided ongoing leadership within government to respond to the challenges and opportunities of Manitoba's aging population, taking into account promising practices from across the country.
    - Provided leadership to the Age-Friendly Manitoba Initiative (AFMI) supporting age-friendly communities to develop and implement age-friendly programs, policies, and services. Since its launch in 2008, 86 communities have been enlisted in the Age-Friendly Manitoba Initiative.
    - Adopted the Age-Friendly Milestones which added rigor, offered incentive, and provided the communities with an opportunity to achieve public recognition for their efforts. The milestones were developed by the Public Health Agency of Canada (PHAC) together with other provinces including Manitoba. As of 2012/13, six Age-Friendly Manitoba communities have been recognized for achieving the Age-Friendly Milestones.
    - Continued to partner with the University of Manitoba Centre on Aging to support age-friendly communities in Manitoba and provide leadership to the national and international age-friendly movement, including a partnership to host an International Symposium on Age-Friendly Rural and Remote Communities which was held in the fall of 2012. The symposium provided an excellent opportunity to showcase Manitoba as an international leader in the age-friendly movement, and to learn from, and to work collaboratively with other countries.
    - Supported the Active Living Coalition of Older Adults in Manitoba (ALCOA-MB) to continue to offer their peer-led health promotion programs for older adults, and the Manitoba 55Plus Games.
    - Promoted positive images of aging through increased participation and leadership of seniors in programs such as the Healthy Aging Strategy, Manitoba 55Plus Games, Police Academy: Older Adults Division, Seniors' and Elders' Month activities and intergenerational activities.
    - Funded and consulted with the Transportation Options Network for Seniors (T.O.N.S) in Manitoba to collaborate with seniors, senior serving organizations, business, and all levels of government to address the complex issue of seniors' transportation and inform and educate older Manitobans about transportation options.
    - Liaised with federal/provincial/territorial officials regarding inter-jurisdictional seniors' issues, and participated in joint initiatives arising from federal/provincial/territorial meetings of Seniors' officials.
    - Increased awareness and recognition of the valuable contributions of informal caregivers through the development of *The Caregiver Recognition Act*; by holding the first Caregiver Recognition

Day on April 3, 2012, establishing a Caregiver Advisory Committee; and consulting with caregivers and other key stakeholders on caregiver issues.

- Partnered with key senior serving organizations in capacity building projects that promote Age-Friendly Manitoba Initiatives, including The Aboriginal Seniors Resource Centre, Inc., Age & Opportunity, Inc., Creative Retirement Manitoba, La Fédération des aînés franco-manitobains, and the Manitoba Association of Senior Centres.

2. Improve the safety and security of older Manitobans.

- Provided funding and staff support to the Manitoba Network for the Prevention of Abuse of Older Adults and World Elder Abuse Awareness Day initiatives.
- Conducted outreach and provided presentations and training to enhance awareness of elder abuse, support services, and intervention/prevention strategies.
- Continued to partner with Klinic Community Health Centre and A&O: Support Services for Older Adults to deliver a 24-hour, 7-day a week Seniors Abuse Support Line.
- Supported community groups in delivering the Police Academy: Older Adult Division Initiative, which provides older adults with prevention information and available programs and services about a continuum of safety and security issues, including elder abuse.
- Continued to support Safe Suite Program (free crisis housing for older adults, who are in need of a safe place to stay due to abuse or neglect), and their elder abuse counselling services.
- Consulted with key stakeholders regarding Adult Protection Legislation. The information collected will inform discussions about the potential development of adult protection legislation in Manitoba.
- Consulted with regions throughout the province to develop local elder abuse prevention strategies.

3. Improve communication with the public, including access to information.

- Provided a central source of information, referral and support to seniors, their families, and senior serving organizations for programs and services through the Seniors Information Line, Seniors and Healthy Aging Secretariat website, Manitoba Seniors Guide, Guide for the Caregiver, and other publications.
- Provided leadership and encouraged participation in Seniors' and Elders' Month events to celebrate the ongoing contributions of older Manitobans and to address ageism in our society.

3(a) Seniors and Healthy Aging

Expenditures by Sub-Appropriation	Actual 2012-2013 $(000's)	FTE's	Estimate 2012-2013 $(000's)	Variance Over(Under) $(000's)	Expl. No
Salaries and Employee Benefits	747	10.00	698	49	
Other Expenditures	222		301	(79)	
External Agencies	586		713	(127)	
Total Sub-Appropriation	1,555	10.00	1,712	(157)	

Manitoba Council on Aging (MCA)

The Manitoba Council on Aging (MCA) is an advisory body to the Minister of Healthy Living, Seniors and Consumer Affairs whose work ensures that a senior's perspective is reflected in government policies and programs.

The objectives were:

- Provide the Minister of Healthy Living, Seniors and Consumer Affairs with information and advice about:
    i. the aging process and its implications for all age groups in Manitoba;
    ii. programs, services, policies and legislation that relate to the aging process and the needs and interests of older Manitobans.
- Promote awareness of the aging process and its implications for all age groups in Manitoba.

The expected and actual results for 2012/13 included:

1. Provide the Minister of Healthy Living, Seniors and Consumer Affairs with information and advice.
    - Met regularly with the Minister of Healthy Living, Seniors and Consumer Affairs to discuss emerging issues of importance to Manitoba seniors that impact government policy and programs.
    - Facilitated five meetings in 2012/13 which were held in Winnipeg as well as in rural Manitoba. Meetings provided opportunities for Council and community members to provide perspectives on issues, challenges and opportunities facing older Manitobans.
    - The MCA's three subcommittees continued to meet to address specific issues in health, community living, safety and security. Committees developed discussion material about a number of issues which provided perspectives and advice to the Minister.
2. Promote awareness of the aging process and its implications for all age groups in Manitoba.
    - Organized the Manitoba Council on Aging Recognition Awards, which celebrates individuals who make significant contributions to seniors living in the community, showcases seniors themselves who continue to contribute to their community in a variety of ways, and recognizes groups and activities that promote intergenerational relationships.
    - Representatives from the Manitoba Council on Aging actively participated in the Manitoba Accessibility Advisory Council and the Seniors Housing Roundtable to provide a seniors perspective on accessibility and housing issues in Manitoba.

Consumer and Corporate Affairs

Divisional Goals

- To contribute to a healthy Manitoba economy by creating certainty in the marketplace through the administration of a legal and policy framework within which consumers, tenants, landlords, non-profit organizations and businesses can operate.
- To maintain registries of information for the protection of individual and property rights.
- To assist consumers and businesses, tenants and landlords in resolving their disputes.
- To provide quality service through the responsible use of fiscal resources.
- To collect fee and tax revenue.
- To promote and enhance consumer and business knowledge and skills.
- To anticipate, identify and monitor marketplace issues and recommend appropriate action.

Divisional Responsibilities

The Consumer and Corporate Affairs Division facilitates the resolution of disputes between consumers and businesses, tenants and landlords, and hears and assists claimants with appeals of Manitoba Public Insurance Corporation decisions related to bodily injury claims. The division also administers legislation for incorporation and registration of businesses, maintains registries of vital events and of interests in land and personal property, and administers the province's rent regulation program. (Separate annual reports are issued by Vital Statistics, Companies Office and The Property Registry.)

Administration and Research

Administration and Research is comprised of two units; the Assistant Deputy Minister's office and Research and Planning.

Objectives

- To provide advice and support to the Minister and Deputy Minister on issues related to the division.
- To provide leadership to the division.
- To provide divisional financial management services in accordance with governing legislation and established financial administration policies and procedures.
- To provide policy development and research services as required.

Responsibilities

- Provides overall direction to the Consumer and Corporate Affairs Division.
- Assesses the need for new or amended legislation and co-ordinates the development of legislation and other responses to marketplace problems.
- Investigates marketplace issues and assesses alternative responses to them.
- Provides support for the division's financial systems and budget processes.

Activities/Highlights in 2011/12

- Supported the Minister with continued implementation of the five-year consumer protection plan, and the introduction of Bills in the Legislature, including *The New Home Warranty Act*, *The Consumer Protection Amendment Act (*Motor Vehicle Work and Repairs), *The Consumer Protection Amendment Act* (Improved Enforcement and Administration), and *The Consumer Protection Amendment and Business Practices Amendments* (Motor Vehicle and Information Disclosure and other Amendments Act). Policy work undertaken:
    - Public consultation paper and survey in support of gift card legislation.
    - Development of regulations for the new *Condominium Act*, including consultation.
    - Provision of information and analysis about various issues regarding rental housing in conjunction with the Residential Tenancies Branch.
    - Consultation with stakeholders about developing various aspects of home warranty legislation.
    - Provision of information and analysis in support of potential new consumer protection legislation (e.g. travel protection, home renovation protection, new home deposit protection, telecommunication services/billing protection).
- Supported the Minister in connection with continued implementation of a five-year consumer protection plan, *Let's Make a Better Deal*[tm] and the introduction of Bills in the Legislature, including: *The Change of Name Act; The Consumer Protection Amendment Act (Cell Phone Contracts); The Grieving Families Protection Act; The Condominium Act* and Amendments Respecting Conversions (Various Acts Amended); and *The Real Property Act.*
- Policy work undertaken:
    - Preparation of a consultation paper about warranty protection for new homes, and analysis of the results.
    - Development of regulations for the new *Condominium Act*, including consultation.
    - Provision of information about various issues regarding rental housing in conjunction with the Residential Tenancies Branch.
    - Consultation with stakeholders about developing various aspects of home warranty legislation and provided policy advice on warranty provider qualifications.

4(a) Administration and Research

Expenditures by Sub-Appropriation	Actual 2012-2013 $(000's)	FTE's	Estimate 2012-2013 $(000's)	Variance Over(Under) $(000's)	Expl. No
Salaries and Employee Benefits	489	6.88	499	(10)	
Other Expenditures	191		259	(68)	
Total Sub-Appropriation	680	6.88	758	(78)	

Consumer Protection Office

Objectives

- To investigate consumer complaints and attempt to resolve disputes between consumers and businesses.
- To take action as appropriate to enforce legislation.
- To license/register/grant certifications or authorizations to vendors and individuals engaged in direct selling, collection agencies and collectors, hearing aid dealers, charitable fundraisers and manufacturers or renovators of stuffed articles.

- To inform and educate consumers, businesses, service groups, consumer groups and student organizations regarding their rights and responsibilities as well as potential risks in the marketplace.
- To develop and administer consumer protection legislation for Manitobans.
- To consult on current consumer issues with other departments, agencies and organizations in Manitoba, Canada and other countries.

Responsibilities

The Consumer Protection Office functions fall into six main areas:

- Investigation and dispute resolution
- Licensing and registration
- Special investigations
- Information/education
- Administration/legislative review
- Oversight and management of the Financial Literacy Fund

4(b) Consumer Protection Office

Expenditures by Sub-Appropriation	Actual 2012-2013 $(000's)	FTE's	Estimate 2012-2013 $(000's)	Variance Over(Under) $(000's)	Expl. No
Salaries and Employee Benefits	1,120	19.00	1,352	(232)	*1*
Other Expenditures	240		261	(21)	
External Agencies	159		150	9	
Total Sub-Appropriation	1,519	19.00	1,763	(244)	

1 Reflects staff vacancies

Activities/Highlights in 2012/13

Investigation and Dispute Resolution

The Consumer Protection Office responded to requests for information, advice and assistance as follows:

- Over 16,300 new calls or email messages and over 450 in-person inquiries were received. These include businesses who contacted the Consumer Protection Office to determine their obligations under the legislation, and consumers who sought information or assistance with a specific situation.
- 1,068 formal written complaints were handled, with automotive and payday lender complaints registering the highest numbers. 223 files were carried over from the previous year.
- Approximately $396,000 in cash settlements or adjustments were obtained for consumers.

ANALYSIS OF COMPLAINTS

Complaint Type	2012/13	2011/12
Automotive	161	158
Payday Lender	113	134
Electronics Sales/Service/Manufacturing	100	115
Home Renovations	97	95
Collections	87	56
Personal Services/Goods	55	51
Direct Sales	53	35

Credit / Finance / Credit Card	50	5
Home Furnishing / Accessories	43	68
Other*	309	368
Total	**1068**	**1085**

*Other' complaints include categories such as: retail, internet transactions, professional services, hearing aids, travel, prepaid purchase cards, and credit reporting agencies.

Licensing and Registration

The Consumer Protection Act regulates payday lenders, vendors and direct sellers, collection agents and collectors through licensing and bonding requirements. Additionally, licences are issued to hearing aid dealers, registrations are issued to manufacturers and renovators of stuffed articles, and authorizations are granted to charitable fundraisers.

- 9,179 licences, registrations and authorizations were issued in 2012/13.
- Staff conducted licensing inspections at a number of trade shows, fairs and exhibitions.

LICENCES, REGISTRATIONS AND AUTHORIZATIONS

Type	2012/13	2011/12
Collection Agent	90	66
Collectors	3,631	3,666
Vendors	153	173
Direct Seller	2,108	2,067
Hearing Aid Dealers	78	71
BOUSA[1]	2,693	2,573
Charities Authorized	356	393
Payday Lenders	70	51
Total	**9,179**	**9,060**

[1] Bedding and Other Upholstered and Stuffed Articles

Special Investigations

While voluntary compliance with statutes is often obtained through mediation, there are instances where investigations of breaches of the various Acts are necessary. Following investigation, some matters are referred to Manitoba Justice for prosecution or for other court action as appropriate. The Crown may also seek redress in court for consumers who have been victimized. As alternatives to prosecution, investigations may result in obtaining assurances of voluntary compliance, orders to freeze assets, or injunctions prohibiting certain actions.

In 2012/13, the Consumer Protection Office referred one matter to Manitoba Justice that resulted in two charges laid against one proprietor under *The Business Practices Act*.

Information/Education

The information/educational activities of the Consumer Protection Office fall into formal and informal categories. Many of the calls and emails received are from businesses or consumers who are looking for information regarding their respective rights and obligations. This informal information sharing is typically

accompanied by sending out written material, directing the caller to the Consumer Protection Office website, or directing them to other agencies that may be able to assist with related issues. Formal presentations and outreach activities are also important functions. In 2012/13, staff made 35 presentations to more than 1,000 people including members of consumer groups, seniors, students, and agencies. Topics included the role of the Consumer Protection Office, consumer protection legislation, the rights and responsibilities of consumers and businesses, identity theft, and scams.

- The Consumer Protection Office, in partnership with other departments and organizations, completed a financial literacy calendar for distribution to consumers.
- News releases continued to be used as a proactive measure. News releases contained timely information about current issues in the marketplace. They informed consumers and businesses of: their rights and responsibilities; new legislation; and marketplace issues such as high mortgage rates, holiday purchases and changes in payday lending licensees.

Administration/Legislative Review

The administration/legislative review program effectively manages the internal operation of the Consumer Protection Office, including the management of financial and human resources. All staff participate in the business planning, policy reviews and legislative reviews of the Acts administered.

- The Consumer Protection Office continued to move forward with the initiatives outlined in *Let's Make a Better Deal*[tm], the provincial five-year plan for stronger protection that was introduced on May 11, 2010. The plan is based on fair business practices for consumers and businesses; remedies that are fair, timely, and accessible; consumer education that supports knowledge and skill development to inform decision-making; and a balanced approach that protects consumers but does not stifle business creativity.
- On June 14, 2012 amendments to *The Consumer Protection Act* were passed that provide consumers protection when having work or repairs performed on their motor vehicles. Regulations related to this legislation were developed and came into effect on July 1, 2013.
- Amendments to *The Consumer Protection Act* were passed on June 14, 2012 to improve the enforcement and administration of the Act. These provisions strengthen requirements around licenses for payday lenders, allow for more disclosure when companies violate the Act, and prohibit companies from requesting a consumer to waive their rights under the Act.
- Legislation for fairer cell phone contracts came into force on September 15, 2012. This legislation protects consumers from unilateral contract changes by suppliers, ensures consumers are provided the information needed to make informed decisions and establishes a reasonable cancellation fee.
- New legislation was introduced on December 3, 2012 to address false and misleading motor vehicle advertising. The legislation will require advertised prices for vehicles to include all fees, charges, and levies and prohibit false advertising. The Bill also prohibits businesses from asking consumers to waive their consumer rights and to give the Consumer Protection Office authority to issue consumer alerts about problem businesses when it is in the public interest.
- The Consumer Protection Office released a public consultation paper about gift card legislation to obtain feedback from consumers and industry about existing provincial legislation as well as emerging issues. As no marketplace issues were identified, no changes were proposed as a result of the review.
- Staff participated in the Federal/Provincial/Territorial Consumer Measures Committee to improve the marketplace for Canadian consumers through the harmonization of laws, regulations and practices, and through actions to raise public awareness. Topics of discussion in 2012/13 included enforcement practices, travel industry regulation and compensation funds, fair contracts, and prepaid purchase cards.

Financial Literacy Fund

In February 2011, the Manitoba government established the Payday Borrowers' Financial Literacy Fund. All payday lenders that are licensed in Manitoba pay an annual levy for the fund of $500 for each licensed location. The fund is used to provide borrowers and potential borrowers with information to help them make sound financial decisions.

In 2011/12, grants from the fund were used to support a conference on affordable and appropriate community-based lending alternatives, and to begin research on financial literacy needs in Manitoba. On June 13-14, 2012 the Consumer Protection Office, in partnership with the Consumers' Association of Canada (Manitoba), Community Financial Counselling Services, Community Financial Services Centre and the Public Interest Law Centre of Legal Aid Manitoba held the Creating Community Options for Financial Services Conference to explore the potential to develop community-based lending alternatives and discuss challenges for financially-excluded consumers.

Seventy-three representatives from 48 organizations, spanning industry, consumer advocates, educators, credit counsellors and government attended the conference. Presenters shared information ranging from the latest research on financial literacy to examples of best practices for delivering on-the-ground community financial services.

FINANCIAL LITERACY FUND		
	2012/13	**2011/12**
Revenue	$35.0	$25.5[1]
Grants	$9.5	$11.5
Funds remaining on March 31	$87.0	$56.5

[1] The 2011/12 levies of 26 licenses were held and were deposited in 2012/13. This was due to timing of licensing renewal decisions.

In 2012/13, resources from the fund were used to support a financial literacy calendar for 2013. This calendar was jointly funded by partners of the Financial Literacy Forum. The Consumer Protection Office is a member of the forum, which is comprised of representatives from the following stakeholder groups: financial services sector, voluntary sector, credit counselling community, labour organizations, private sector, and public sector.

FIVE-YEAR CONSUMER PROTECTION STRATEGY

Progress Report to March 31, 2013

On May 11, 2010, the Manitoba government embarked upon *Let's Make a Better Deal™*, the provincial five-year plan for stronger consumer protection. The plan is based on fair business practices for consumers and businesses; remedies that are fair, timely, and accessible; consumer education that supports knowledge and skill development to inform decision-making; and a balanced approach that protects consumers but does not stifle business creativity. This plan is being led by the Consumer Protection Office. Other areas are also responsible for specific initiatives.

Homes and Real Estate	
Enhanced Real Estate Fraud Protection	*The Real Property Amendment Act*, passed in June 2011, provides better protection for property owners and lenders and reduces risk of real estate fraud.
New Home Warranty	The Manitoba government introduced new home warranty legislation in December 2012. Regulations are being developed.
Condominium Owner Protection	*The Condominium Act and Amendments Respecting Condominium Conversions (Various Acts Amended) Act was* passed in June 2011. Several regulations are currently being developed.
Real Estate Condition	On August 1, 2011, a new version of the residential offer to purchase

Disclosure	became effective that requires the seller to provide a property condition statement, which will improve transparency in real estate transactions.
Tenants and Landlords	
Independent Advisor	The Independent Advisor was established in the fall of 2010 as a three-year pilot project to help guide tenants and landlords through the hearing and dispute resolution process. This advisor office assists with information or guidance about client's cases and is available at the Residential Tenancies Branch before hearings, by appointment or on a drop-in basis. The advisor is also available to assist people who are involved with appeals at the Residential Tenancies Commission.
User-Friendly forms for tenants and landlords	Most forms under *The Residential Tenancies Act* were changed to include more information and use plain language.
Tenant Moving Expense Coverage	Landlords are now required to pay up to $500 of moving expense when a tenant must move because the landlord wants to live in the rental unit or do renovations that cannot be done while the unit is occupied.
Automotive	
Motor Vehicle Information Disclosure	The *Motor Vehicle Information Disclosure Regulation* enabled under *The Business Practices Act* came into force on December 31, 2011. Both new and used motor vehicle dealers in Manitoba must now disclose to consumers a wide range of information about a motor vehicle's history and condition, both orally and in writing.
Public Disclosure of Non-Compliant Dealers	As of June 17, 2010 Manitoba Public Insurance publishes the names and locations of individuals and businesses that have received administrative sanctions under *The Drivers and Vehicles Act* from the Registrar of Motor Vehicles.
Motor Vehicle Repair Protection	*The Consumer Protection Amendment Act (Motor Vehicle Work and Repairs)* was passed in June 2012. The regulations for this Act were developed in consultation with stakeholders and proclaimed to take effect July 1, 2013.
Motor Vehicle Advertising Disclosure	*The Consumer Protection Amendment and Business Practices Amendment Act* (*Motor Vehicle Advertising and Information Disclosure and Other Amendments*) was introduced in December 2012. The regulations will be developed in consultation with industry, stakeholders and consumer groups.
Financial	
Payday Loan Protection	*The Consumer Protection Amendment Act* (Payday Loans) came into force on October 18, 2010, setting the maximum interest rate that can be charged for a payday loan and prescribing lending practices and licensing requirements for lenders. Consumer Protection Office staff members conducted inspections of payday lenders to observe lending practices, identified breaches, worked with companies towards compliance, and educated consumers about the new legislation.
Reviews of Limits on Government Cheque Cashing Fees	The Public Utilities Board reviewed the maximum rates that can be charged to cash a government cheque and ordered that the rates remain unchanged.
Reduced Cheque Hold Limits	In 2012, federal regulations concerning limits on cheque holds were put in place for federally regulated institutions. Credit Union manuals will be updated to reflect the new requirements.
Review Gift Card Rules	The government released a discussion paper and survey regarding gift card legislation in January 2013. Comments from the public, industry and stakeholders on issues such as the existing legislation in Manitoba and other jurisdictions and various emerging issues at the federal and provincial levels were sought. As no marketplace issues were identified, no changes have been proposed as a result of the review.

Payday Lenders Financial Literacy Fund	In February 2011, the Payday Borrowers' Financial Literacy Fund was established. All payday lenders that are licensed in Manitoba pay an annual levy of $500 for each licensed location. The fund supports financial literacy initiatives that help consumers obtain the necessary skills, knowledge and information to make better financial choices.
Creating Community Options for Financial Services Conference	On June 13 to 14, 2012, the Consumer Protection Office, in partnership with the Consumers' Association of Canada (Manitoba), Community Financial Counselling Services, Community Financial Services Centre and the Public Interest Law Centre of Legal Aid Manitoba held the Creating Community Options for Financial Services Conference to explore the potential to develop community-based lending alternatives and discuss challenges for financially-excluded consumers.
Debt Management Help	Grant funding to Community Financial Counselling Services has been increased to enable this non-profit organization to provide financial counselling and debt management services to Manitobans.
Debt Management Help	Amendments to The Consumer Protection regulation were made in February 2012 to protect Manitoba consumers from unfair business practices by debt settlement agencies by banning upfront charges and setting maximum fees.
Financially Surviving Domestic Violence	The Consumer Protection Office released a guide in June 2011 for survivors of domestic violence. The guide identifies steps to take and resources available to help survivors get on their feet and manage their money.
Better Property and Life Insurance Provisions	Manitoba's insurance law is over 100 years old. The Financial Institutions Regulation Branch consulted with consumers and industry about modernizing the province's legislation and amendments to *The Insurance Act* were passed on June 14, 2012. Related regulations are being drafted.
Identity Theft Protection	
Security Alerts: Identity Theft Protection	Legislation came into effect January 31, 2011 that provides stronger protection against identity theft. These changes to *The Personal Investigations Act* allow a consumer who believes their credit information has been compromised to tell a credit bureau to place a security alert on their file. The alert requires a credit grantor to take steps to verify a credit applicant's identity before any new credit is provided.
Support for Grieving Families	
Grieving Family Protection	*The Grieving Family Protection Act* was passed in June 2011. The Government is currently consulting with consumers and the funeral services profession to solicit input in the development of regulations under *The Prearranged Funeral Services Act*.
Grieving Family Protection: Code of Ethics for Funeral Directors	A mandatory and enforceable code of ethics for Funeral Directors is now in effect.
Protection for Older Manitobans	
Protection for Older Manitobans – Rentals with Tenant Services	Legislation came into force in November 2011 addressing disclosure, notice of rate increases and complaint processes for rentals where services such as meals and recreation are also provided.
Protection for Older Manitobans	Resources, such as fact sheets, have been developed to help older adults steer clear of scams that often target these members of our community.
Let's Make a Better Deal Website	The Consumer Protection Office website has been updated and modernized with links to federal sites for areas that are regulated by the federal government, links to consumer alerts and social media platforms.
Protection for Newcomers to Manitoba	
Guide for Newcomers	A resource guide was developed to provide information to new immigrants

	about consumer issues, including banking, credit, shopping, automobiles and transportation, housing, utilities, and protecting yourself from identity theft and scams.
Cell Phone Contract Fairness	
Fair Cell Phone Contracts	*The Consumer Protection Amendment Act (Cell Phone Contracts)* was passed in June 2010 and with the associated regulations came into force on September 15, 2012.
Travel	
Travel Fairness	The Consumer Protection Office released a public consultation paper about consumer fairness related to travel purchases. Feedback from consumers and industry is being analysed, and legislation in other provinces is being reviewed with the goal of developing new consumer protection rules for Manitoba.
Negative Option Marketing	
Negative Option Marketing Ban	Changes were made to *The Consumer Protection Act* that effectively banned negative option marketing. The changes mean that companies cannot use a consumer's failure to respond to the offer of goods or services as an agreement to pay for the product.
Enforcement	
Stronger Enforcement: Enhanced Remedies under *The Consumer Protection Act* and *The Business Practices Act*	Changes were made to *The Consumer Protection Act* to increase the maximum fine for a breach and to enable the Court to order restitution upon a conviction. Legislation was introduced in December 2012 to amend the provisions under *The Business Practices Act* to make them more consistent *The Consumer Protection Act*.
Small Claims Court	User friendly information about the Small Claims court process was developed and is now available to citizens on the Manitoba Courts website, including step-by-step checklists to assist citizens who seek to resolve their legal disputes before Small Claims court.
Consumer Rights Day	
New Consumer Rights Day	Legislation was passed in June 2011 to declare March 15th Consumer Rights Day.

Residential Tenancies Branch

Objectives

- To create a rental marketplace that serves landlords and tenants fairly.
- To educate tenants and landlords to help them make well-informed, responsible decisions.
- To provide tenants and landlords with balanced and timely dispute resolution.
- To administer the province's rent regulation program.
- To administer *The Residential Tenancies Act*, *The Life Leases Act* and certain provisions of *The Condominium Act*.
- To identify issues and trends in the rental marketplace and recommend legislative change where appropriate.

Responsibilities

- Provides information to landlords, tenants and others about *The Residential Tenancies Act*, *The Life Leases Act* and *The Condominium Act* as it relates to residential tenancies.

- Investigates complaints of non-compliance with legislation and enforces compliance when necessary.
- Mediates disputes between landlords and tenants and issues enforceable agreements setting out the terms to which the parties have agreed.
- Makes decisions about disputes between tenants and landlords regarding:
  - deposits
  - repairs
  - terms and conditions of a tenancy agreement or life lease
  - the right to continue in occupancy, including termination of tenancy for non-payment of rent and noise and disturbance
  - claims for compensation
  - privacy
  - non-payment of utilities
  - tenant services
  - life lease entrance fees
- Makes decisions about landlords' applications for rent increases above the guideline and tenants' objections to any rent increases and applications for approval of a rehabilitation scheme.
- Administers the Security Deposit Compensation Fund.
- The branch has offices in Winnipeg, Brandon and Thompson.

4(c) Residential Tenancies Branch

Expenditures by Sub-Appropriation	Actual 2012-2013 $(000's)	FTE's	Estimate 2012-2013 $(000's)	Variance Over(Under) $(000's)	Expl. No
Salaries and Employee Benefits	4,092	64.30	4,363	(271)	
Other Expenditures	939		991	(52)	
Total Sub-Appropriation	5,031	64.30	5,354	(323)	

Activities/ Highlights in 2012/13

Front End Dispute Resolution

Client Services Officers provide dispute resolution services. They work with tenants and landlords to resolve their concerns as quickly as possible. Resolving disputes through mediation remains a priority for the branch. In 2012/13, close to 4,200 complaints were resolved informally. Client Services Officers resolved an additional 1,409 disputes through formal mediated agreements. If a party defaults on a term of a mediated agreement, the branch can issue a non-appealable order, which can then be enforced through the Courts in the same way as a judgment of the Court.

Investigation/Enforcement

Investigation Officers are responsible for investigating breaches of the legislation and enforcing compliance. Investigation Officers compile information from landlords and tenants, inspect rental units and issue orders necessary to obtain compliance (e.g. orders to make repairs or allow access to the rental unit).

Disputes related to repairs remain high in 2012/13. Investigation and Enforcement Officers work with landlords to resolve repair matters, issuing orders to repair if necessary. Tenants can also be ordered to pay rent to the branch to enforce compliance with orders. The branch can hire contractors to do needed repairs, supervise the activities of the contractors and pay them from rent collected from tenants. Landlords are charged administrative fees in these types of cases.

Investigation and Enforcement Officers also worked with utility service providers to ensure that utility service continued to be provided for tenants in 71 buildings after the landlords' accounts fell into arrears and the service was in danger of being cut off.

Investigation staff continued to be an integral part of the province's Interdepartmental Provincial Bed Bug Coordination Committee (IPCC).

Mediation and Adjudication

Mediation and Adjudication Officers are responsible for the formal dispute resolution activities of the branch. Landlords and tenants may file claims for compensation with the branch. There is no limitation on the amount of money that can be claimed. Landlords may also apply for orders of possession to end the tenancies of tenants who refuse to move after receiving a notice of termination.

Mediation is an important and effective non-adversarial method of resolving disputes. Mediation Officers attempt to resolve disputes before the date set for the determination hearing. In 2012/13, Mediation Officers successfully resolved 22 per cent of the 1,023 compensation claims filed with the branch through mediation. In addition, 38 per cent of the 2,010 applications for orders of possession were resolved through mediation. Mediation of order of possession cases often saves tenancies by allowing tenants to remain in occupancy after making arrangements to pay off rent arrears and promising to keep future rent payments current.

When mediation is not successful, Adjudication Officers make decisions about the disputes after hearing evidence from landlords and tenants. In 2012/13, the branch held 1,154 hearings. Following hearings, the Adjudication Officers issue written orders that are enforceable in the Courts (e.g. order to pay money, order to move out of a rental unit). These orders include reasons, so that the parties understand how a particular decision was reached. Final orders of the branch are posted on the branch's Orders System, which provides information about the orders the branch issues, except for rent regulation orders. Clients can access the system by subscription or by individual search at branch offices.

The branch continues to offer its Safety Net program. The program's main purpose is to help people with special needs who are being evicted. These include clients with mental or physical disabilities, the elderly and infirm, single parents or families with children. Mediation Officers ensure that these tenants understand what is happening and connect them with social services agencies that can assist them. The program may also be used when a building is closed down by the health authorities.

Rent Regulation

Rent Regulation Officers are responsible for matters relating to rent increases, including applications to increase rent above the annual rent increase guideline, tenant objections to rent increases, and applications for approval of a rehabilitation scheme. Rent Regulation Officers review submissions from landlords and tenants, do inspections in some cases and issue orders setting rents.

Landlords who upgrade and reinvest in their properties or whose costs increase by more than the guideline can apply for a rent increase above the guideline or approval of a rehabilitation scheme of the residential complex. In 2012/13, 337 above guideline applications and 41 rehabilitation applications were received. Demand also continued for rent status reports as many rental properties were sold to new owners. Anyone who is considering the purchase of a rental property can apply to the branch for a rent status report. The report can alert prospective purchasers to potential rent increase problems because it provides information about a property's rent history. The branch received 130 of these requests in 2012/13.

Information/Education

Client Services Officers provide information to clients who contact the branch by phone, in-person or by e-mail. The branch's Winnipeg office has an Interactive Voice Response System. Callers may choose to speak to a Client Services Officer or listen to recorded information segments about rent increases, security deposits, landlord and tenant responsibilities and repairs. The branch provides fact sheets and other resource material to clients and publishes "Open Doors", a quarterly newsletter. Brochures about pets in rental units are available to tenants and landlords. The brochure for landlords provides tips about accepting tenants with pets and the right to establish reasonable rules about the type of pets allowed and who to contact for help if there is a problem. The brochure includes a sample schedule landlords can attach to their tenancy agreements setting out their expectations regarding the tenant's pet. The brochure for tenants provides tips about finding pet-friendly housing as well as detailed information about what it means to be a responsible pet owner. These brochures are available in branch offices, on the branch's

website and at the Winnipeg Humane Society. A very detailed website includes its Policies and Procedures Guidebook, fill and print forms and a security deposit interest calculator. The website also includes the branch's Orders System. Branch staff makes formal presentations to various stakeholder groups about the legislation. Information displays are also set up at various events.

Demand for general information continues to be strong. The branch's client services staff handled close to 51,491 calls during the fiscal year and responded to 4,791 email requests for information. In 2012/13, 7,633 people visited branch offices to request information or file a formal complaint. An additional 6,606 clients received information through the Interactive Voice Response System.

Public education through presentations and information displays continued. The branch made 49 presentations to 1,129 participants. The branch also had displays at seven events and had the opportunity to speak with approximately 1,275 people at these venues. Staff also held informal drop-in information sessions at a community service agency.

The branch produced several new fact sheets to provide information to clients about changes to the legislation and to provide tips about how to avoid eviction.

Helpful information on how to avoid and treat for bed bugs is also available.

Administration/Legislation and Policy Development

The administration staff manages the internal operation of the branch, which includes the management of financial and human resources. Staff is also responsible for the review of existing legislation and policy and the development of new initiatives in these areas.

The Residential Tenancies Act is one of the most comprehensive legislative schemes of its kind in Canada. To ensure that the legislation continues to meet the needs of tenants and landlords, amendments to *The Residential Tenancies Act* and the related regulations came into effect in 2012/13. The key changes were:

- Clarification of the rules for ending tenancies for owner occupancy, change of use or extensive renovation.
- A requirement for landlords to tell tenants what they plan to charge for rent after completing a rehabilitation scheme or extensive renovations.
- Tenants must give a reason when they object to a rent increase that is equal to or less than the annual rent increase guideline.
- An exception to a landlords' right to collect late payment fees.
- Certain filing fees can now be waived for clients who receive employment and income assistance benefits or the guaranteed income supplement.
- Expenses relating to the enhancement of the level of prestige of a residential complex or rental unit, where those enhancements are out of character with the rest of the building, will not be included when landlords apply for a rent increase above the guideline.

Branch staff was involved in the development of a new Condominium Act and continued to be involved in the development of necessary regulations.

Consultation with stakeholders about issues affecting residential tenancies continues.

Review and refinement of business processes and technical solutions to improve service delivery also continues.

Administration of the Security Deposit Compensation Fund is ongoing. The purpose of the fund is to return security deposits to tenants when landlords fail to comply with orders to refund the money. In 2012/13, $8,116.86 was paid to 17 tenants. The branch recovered $1,945.64 from landlords through rent redirects, garnishing orders and the Canada Revenue Agency's set-off program. Landlords are required to send money to the branch when they owe a former tenant a deposit, overcharged rent or proceeds from abandoned personal property if they cannot locate the tenant. The branch holds these monies for two years. During that period, tenants can ask the branch for any money owed to them. After two years,

unclaimed money is transferred into the Security Deposit Compensation Fund. During 2012/13, unclaimed rent overpayments in the amount of $3,155.35 were transferred into the fund. When the balance in the fund is more than $30,000, the excess balance can be used to offset the costs of providing educational programs for landlords and tenants. In 2012/13, the branch spent $35,195.06 for that purpose. This included the branch's newsletter, landlord/tenant information and brochures, posters and pet brochures. The balance in the fund on March 31, 2013 was $98,707.49.

Independent Advisor Program

The Independent Advisor Program continues to be offered in the branch's Winnipeg office. This three-year pilot project began the fall of 2010. The program offers assistance to tenants and landlords who have smaller property portfolios to file claims and prepare for hearings at the Residential Tenancies Branch and Commission. For 2012/13, the Independent Tenant Advisor assisted close to 800 tenants in preparing for their specific case and represented 44 tenants at Residential Tenancies Branch hearings. The Independent Landlord Advisor assisted almost 120 landlords through the information service and represented two landlords at branch hearings. The program also provided its services to tenants and landlords for appeals.

Parts 1 - 8 of *The Residential Tenancies Act*

CASE LOAD

Case Type	2012/13	2011/12
Failure of Landlord/Tenant to Meet Obligations[1]	46	56
Hearings		
• Claims	1,023	1,136
• Order of Possession	2010	1,857
• Determination	53	74
Non-payment of Utilities	71	104
Notices to Vacate	8	9
Repairs	739	793
Security Deposits	454	479
Tenancy Agreements	-	2
Other[2]	125	147
Total Cases Opened	**4,529**	**4,657**
Total Cases Closed[3]	4,255	4,728
Intakes Resolved[4]	4,193	4,417
Total Cases Closed and Intakes Resolved	**8,448**	**9,145**

[1] This category includes disputes over locks and doors, privacy, seizure of tenants' property, non-payment of rent, disturbance, withholding of services, unauthorized charges or fees.

[2] This category includes disputes involving assignment and subletting, mobile homes, entitlement to collect rent, change of landlord and abandonment of rental unit.

[3] These figures include cases carried over from the previous fiscal year which were closed during the reporting period.

[4] An Intake is a client's request for assistance that does not result in a formal case file being opened. Most are resolved informally at the first stage of contact.

Part 9 of *The Residential Tenancies Act*

CASE LOAD

Case Type	2012/13	2011/12
Application for Above the Guideline Rent Increase[1]	337	340
Application for Approval of a Rehabilitation Scheme - Complex	41	73
Application for Approval of a Rehabilitation Scheme – Specified Unit	211	248
Application for Laundry Increase	14	28
Application for Rent Status Report	130	151
Application for Tenant Requested Improvement	25	14
Application for Withdrawal of Service	45	21
Life Lease Rent Review	0	2
Tenant Objection to Guideline, or less, Rent Increase	31	51
Unauthorized Rent Increases	1,128	820
Total Cases Opened	1,962	1,748
Total Cases Closed[2]	1,944	1,837

[1] The rent increase guideline for 2011 was 1.5 per cent, 1.0 per cent for 2012 and 1.0 per cent for 2013.

[2] These figures include cases carried over from the previous fiscal year, which were closed during the reporting period.

Claimant Adviser Office

Objectives

- To assist persons who wish to appeal a decision made by the Manitoba Public Insurance Corporation (MPIC) in relation to bodily injury claims to the Automobile Injury Compensation Appeal Commission (AICAC).

Responsibilities

- Advise claimants about the meaning and effect of the provisions of *The Manitoba Public Insurance Corporation Act*, the regulations and decisions made under the act.
- Carry out an investigation, including obtaining an expert opinion, respecting an appeal of an MPIC internal review decision to the AICAC.
- Communicate with or appear before the commission on behalf of a claimant.

4(d) Claimant Adviser Office

Expenditures by Sub-Appropriation	Actual 2012-2013 $(000's)	FTE's	Estimate 2012-2013 $(000's)	Variance Over(Under) $(000's)	Expl. No
Salaries and Employee Benefits	826	11.50	814	12	
Other Expenditures	187		260	(73)	
Total Sub-Appropriation	1,013	11.50	1,074	(61)	

Activities/Highlights in 2012/13

- 170 new files were opened involving 179 internal review decisions and 203 appeal issues.
- All new appeal files were triaged to initiate prompt action on the file.
- Quarterly meetings were held by the director with each claimant adviser to review file investigation progress.

File Analysis

Closed Files	2012/13	2011/12
No appealable issue	39	50
Appeal allowed	11	4
Appeal denied	17	12
Settlement (No hearing)	28	29
New decision from MPIC	22	15
Mediation	91	21
Withdrawn after review	26	40
Total	**234**	**171**

Status Of Open Files	2012/13	2011/12
Claimant application incomplete	14	4
Active files	253	289
Total	**267**	**319**

Status of Active Files	2012/13	2011/12
Files under active review	247	289
Files awaiting additional information	6	26
Total	**253**	**263**

Appeals	2012/13	2011/12
Appeal Hearing dates scheduled	44	27
Case conference dates	85	36
Total	**139**	**63**

Mediation	2012/13	2011/12
Pre-mediation	177	56
Mediation	180	48
Total	**357**	**104**

- Of the 234 files closed by claimant advisers in the fiscal year, 167 (71%) were closed, to the appellant's satisfaction, without the need for an appeal hearing. Processing files in this manner has significantly reduced the need for and the scheduling of appeal hearings dates.

- Since the office opened on May 16, 2005, claimant advisers have recovered approximately $4,744,200 in benefits for appellants. During 2012/13, $1,603,400 was recovered. This does not include the value of ongoing benefits that continue to be paid based on the appeal decision, new decision or resolution agreement.
- Clients have completed and returned 51 Client Service Satisfaction Forms out of the 234 closed files, a return rate of 22 per cent.

Service Measures	Excellent	Good	Average	Fair	Poor	Yes	No
Satisfaction with service	43	5	1	0	2		
Accessibility to office and services	38	10	1	0	2		
Phone calls returned promptly	42	7	0	0	2		
Knowledge of the staff *	37	8	1	0	2		
Efficiency of service *	37	10	1	0	2		
Would you recommend our service to others? *						48	2

*some survey respondents did not provide a response to the question.

Automobile Injury Compensation Appeal Commission

General

- The Automobile Injury Compensation Appeal Commission (the Commission), now in its 19th full year of operation, is a specialist tribunal established under *The Manitoba Public Insurance Corporation Act* (the Act) to hear appeals of internal review decisions concerning benefits under the Personal Injury Protection Plan (PIPP) of the Manitoba Public Insurance Corporation (MPIC), a "no-fault" insurance program.
- The commission has 11 full-time staff comprised of a chief commissioner, two deputy chief commissioners, a director of appeals, three appeals officers, a secretary to the chief commissioner, one administrative assistant and one clerical assistant. In addition, there are 27 part-time commissioners who sit on appeal panels as required.
- In 2012/13, 187 individuals filed new appeals. This compares with 171 individuals filing new appeals in the 2011/12 fiscal year.

4(e) Automobile Injury Compensation Appeal Commission

Expenditures by Sub-Appropriation	Actual 2012-2013 $(000's)	FTE's	Estimate 2012-2013 $(000's)	Variance Over(Under) $(000's)	Expl. No
Salaries and Employee Benefits	901	8.50	1,013	(112)	
Other Expenditures	255		301	(46)	
Total Sub-Appropriation	1,156	8.50	1,314	(158)	

Activities/Highlights in 2012/13

- In 2012/13, the commission held 87 hearings and 157 pre-hearing meetings or case conferences as compared to 94 hearings and 102 pre-hearings or case conferences in 2011/12. Management of appeals by case conference continues to be an important part of the commission's hearing schedule. Over the last four fiscal years, the commission noted that many appeals required additional case management by a commissioner. Case conferences assist in determining the status of appeals, resolving parties' impediments to scheduling a hearing date, facilitating mediation, and scheduling hearings. Appellants were successful in whole or in part in 25 per cent of the appeals heard by the commission during 2012/13.
- In 2011/12, a two-year pilot project was launched which provides appellants with the option to pursue mediation of their appeal. Mediations are conducted by the Automobile Injury Mediation Office, which is independent of the commission. In conjunction with the pilot project, the commission's role is to facilitate an appellant's request to participate in mediation at the Automobile Injury Mediation Office, in addition to proceeding with an appeal at the commission for any matters that remain unresolved. The pilot project continued in 2012/13.
- The Commission's administrative procedures changed to accommodate the mediation pilot project. During the third quarter of 2012/13, indexed files were prepared only for new appeals where the appellant did not request the option of mediation or for appeals that were not fully resolved during the mediation process. As a result of the mediation pilot project, the number of new indexes prepared decreased from 157 in 2011/12 to 100 in 2012/13. However, the Commission's Appeals Officers prepared 76 supplementary indexes in 2012/13, compared to 58 supplementary indexes in 2011/12.
- There were 461 open appeals at the Commission at the end of 2011/12. There were 362 open appeals at the Commission as of March 31, 2013, a net reduction of 99 open appeals.
- Hearing dates were scheduled, on average, within 2.25 weeks from the time the parties were ready to proceed to a hearing (compared to 8 weeks in 2011/12 and 9 weeks in 2010/11).
- The average time from the date a hearing concluded to the date the commission issued an appeal decision was 4.95 weeks (compared to 5.49 weeks in 2011/12 and 5.5 weeks in 2010/11).
- A decision of the commission is binding, subject only to a right of appeal to the Manitoba Court of Appeal on a point of law or a question of jurisdiction, and then only with leave of the court. There were three applications for leave to appeal in the 2012/13 year. One application for leave to appeal was dismissed and one application for leave remains pending. The Court of Appeal granted leave to appeal in the other case, but the appeal on its merits was dismissed by the full panel. A motion to dismiss a remaining application for leave to appeal that was filed in a previous fiscal year was heard at the Court of Appeal, however a decision has not yet been issued. In the commission's 19 years of operation, the Court of Appeal has granted leave to appeal in a total of 14 cases from the 1567 decisions made by the commission.

Residential Tenancies Commission

The Residential Tenancies Commission is a quasi-judicial, specialist tribunal that hears appeals from decisions and orders of the Director under *The Residential Tenancies Act*.

The Residential Tenancies Commission consists of:

- The Chief Commissioner – a full-time position; appointed for up to a five-year term, located in Winnipeg.
- Deputy Chief Commissioners – one full-time position appointed for up to a four-year term and 24 part-time positions appointed for up to a four-year term, from Winnipeg, Thompson and Brandon. The Deputy Chief Commissioner may exercise the powers and perform the duties of the Chief Commissioner.
- Panel members – 47 panel members from Winnipeg, The Pas, Thompson and Brandon – approximately half representing the views of the landlords; the others the views of the tenants.

Some appeals are heard only by the Chief Commissioner or a Deputy Chief Commissioner and some appeals are heard by a panel of three, consisting of one landlord and one tenant representative and either the Chief Commissioner or a Deputy Chief Commissioner as the neutral Chairperson. The neutral Chairperson also casts the deciding vote if there is a tie. Hearings outside of Winnipeg are held at the nearest judicial district.

The Residential Tenancies Commission decisions made under Parts 1-8 of *The Residential Tenancies Act* can be appealed to the Court of Appeal, but only on a question of law or jurisdiction. A Court of Appeal judge must grant leave or permission to appeal. Section 179 of *The Residential Tenancies Act* dealing with rent regulation states that "No appeal lies from a decision or order of the commission made in a matter arising under Part 9." The Residential Tenancies Commission's decision here is final.

4(f) Residential Tenancies Commission

Expenditures by Sub-Appropriation	Actual 2012-2013 $(000's)	FTE's	Estimate 2012-2013 $(000's)	Variance Over(Under) $(000's)	Expl. No
Salaries and Employee Benefits	751	6.50	857	(106)	
Other Expenditures	190		205	(15)	
Total Sub-Appropriation	941	6.50	1,062	(121)	

ACTIVITY SUMMARY
April 1, 2012 – March 31, 2013

Activity:	Received	Processed
Abandonment	0	0
Claim For Security Deposit or Less	21	25
Claim	117	131
Claim and Order of Possession	173	205
Determination	9	10
Disputes	0	0
Distraint and Lockout	1	1
Enforcement	0	0
Order of Possession	0	0
Repairs	15	22
Utilities	4	4
Rent Regulation	128	126
Total	**468**	**524**

Appeals[1]:	
Landlord initiated	163
Tenant initiated	281
Other Party initiated	0
Multiple Party initiated	24
Total	**468**

Decisions[2]:	
Orders upheld	155
Orders varied	196
Orders rescinded/overturned	64
Orders withdrawn/settled	87
Orders cancelled	5
Pending	0
Orders denied	17
Rejected	0
Total	**524**

[1] Total Appeals represents the number of Appeals received within the fiscal period.
[2] Total Decisions represents the number of Appeals processed where Orders have been issued and files closed within the fiscal period.

ACTIVITY SUMMARY
April 1, 2012 – March 31, 2013

Winnipeg Appeal Hearings	**471**
Other Appeal Hearings:	
Beausejour	2
Brandon	14
Dauphin	1
Morden	0
Pinawa	1
Portage la Prairie	3
Selkirk	6
Steinbach	0
Thompson	2
Winkler	1
Total Appeal Hearings	**501**[1]

Court of Appeal	**Received**	**Outcomes**[2]
Applications for Leave to Appeal	**25**	
Denied		13
Pending		12
Granted		0
New Commission Hearing to be held		0
Adjourned Sine Die		0
Withdrawn		2
Settled		0
Abandoned		0
Court of Appeal Hearings Pending		0

[1] Total Appeal Hearings represents the actual number of hearings which took place within the fiscal period.
[2] Outcome describes the status of the applications received in the fiscal period and any applications pending from the prior fiscal period

The Public Utilities Board

The Public Utilities Board is an independent quasi-judicial regulatory body operating under the authority of the Manitoba Legislature.

Responsibilities

The board is responsible for the regulation of public utilities, as are defined under *The Public Utilities Board Act*. Public utilities include:

- Centra Gas Manitoba Inc. - natural gas distribution
- Stittco Utilities Man Ltd. - propane distribution
- Swan Valley Gas Corporation - natural gas distribution
- Water and Sewer Utilities - excluding the City of Winnipeg and the Manitoba Water Services Board

With respect to *The Crown Corporations Public Review and Accountability and Consequential Amendments Act*, the board is also responsible for the rate regulation of compulsory driver and vehicle insurance premiums charged by Manitoba Public Insurance, and electricity rates charged by Manitoba Hydro.

In addition to the general and rate regulation of the above noted public utilities, the board, pursuant to *The Gas Pipe Line Act*, is responsible for assuring natural gas and propane are distributed to Manitoba consumers in a safe manner.

Other legislation that assigns either regulatory or adjudicative responsibilities to the board is:

- *The Greater Winnipeg Gas Distribution Act*
- *The Gas Allocation Act*
- *The Prearranged Funeral Services Act*
- *The Cemeteries Act*
- *The Manitoba Water Services Board Act* (Appeals)
- *The Highways Protection Act* (Appeals)
- *The Consumer Protection Act* (maximum rates for cashing government cheques)
- *The City of Winnipeg Act* (passenger carrier agreements)
- *The Municipal Act*
- *The Emergency 911 Public Safety Answering Point Act* (Appeals)

Activities/Highlights in 2012/13

The board convened 17 oral public hearings over 53 days and four pre-hearing conference days. As a result of those oral public hearings and approximately 100 paper-based proceedings, which included public notices, the board issued 168 formal Orders (159 in 2011/12):

Hearings	2012/13	2011/12
Water and Sewer Utilities	78	55
Natural Gas Utilities and Propane	23	20
The Highways Protection Act	3	4
Manitoba Hydro	59	65
Manitoba Public Insurance	5	10
The Cemeteries Act	0	4
The Prearranged Funeral Services Act	0	1
Total	**168**	**159**

The board also issued 203 annual licences:

	2012/13	2011/12
Direct Purchase of Natural Gas		
Brokers	**11**	**10**
The Cemeteries Act		
Cemeteries, renewal	11	11
Conditional	-	1
Columbariums	21	21
Initial licensing	-	-
Conditional	-	1
Mausoleums	5	5
Crematories	18	19
Initial licensing	-	1
Conditional	-	1
Sales-Owners	11	11
Conditional	-	1
Agents	92	90
Agent Transfer	1	1
	159	**163**
The Prearranged Funeral Services Act		
Renewal	33	33
Initial licensing	-	1
Conditional	-	2
	33	**36**
Total licences issued	**203**	**209**

The board dealt with public inquiries and complaints related to public utilities and engaged in discussions with natural gas brokers and firms within the bereavement industry in order to resolve customer concerns.

The board also supervised the Service Disconnection and Reconnection policies and procedures of Centra Gas Manitoba Inc., Swan Valley Gas Corporation and Stittco Utilities Man Ltd. In this regard, the board received and resolved a number of customer complaints.

During the 2012/13 year, the board received three appeals of a decision handed down by the Highway Traffic Board. Three decisions were handed down.

4(g) The Public Utilities Board, Direct Expenditures

Expenditures by Sub-Appropriation	Actual 2012-2013 $(000's)	FTE's	Estimate 2012-2013 $(000's)	Variance Over(Under) $(000's)	Expl. No
Salaries and Employee Benefits	749	7.23	681	68	
Other Expenditures	429		669	(240)	
Total Sub-Appropriation	1,178	7.23	1,350	(172)	

Boards and Agencies

The boards and agencies listed below report to the Minister of Healthy Living, Seniors and Consumer Affairs. Unless otherwise indicated, their annual reports are tabled separately in the Legislative Assembly.

Addictions Foundation of Manitoba (AFM)

The Addictions Foundations Act established the AFM as a corporate body. The aims and objectives of the foundation are to:

- assist individuals with problems involving the use or misuse of alcohol and other drugs and substances;
- disseminate information respecting the recognition, prevention and treatment of the abuse of alcohol and other substances; and
- initiate, sponsor, and conduct research in the promotion and treatment of substance dependency.

Automobile Injury Compensation Appeal Commission

Caregiver Advisory Committee *(included in Healthy Living, Seniors and Consumer Affairs report)*

The Caregiver Advisory Committee provides information, advice and recommendations to the Minister of Healthy Living, Seniors and Consumer Affairs about:

- caregivers and caregiver supports;
- programs, services, policies and legislation that relate to caregivers and caregiver support; and
- promoting recognition and awareness of caregiver.

The Minister may refer matters regarding caregivers or caregiver support-related issues to the advisory committee for review. At the Minister's request, the committee is required to produce a report of its findings and/or recommendations on an identified caregiver or caregiver support- related issue.

Companies Office Advisory Board

The Companies Office Advisory Board is established under the Operating Charter of the Companies Office Special Operating Agency. The role of the Advisory Board is to provide advice about the agency's strategic operations and changes to its mandate, structure, business practices and finances. The advisory board reviews and comments on the agency's proposed business plans, quarterly and annual reports, and charter revisions.

Funeral Board of Manitoba

Established under *The Funeral Directors and Embalmers Act, the* Funeral Board of Manitoba is responsible for issuing licenses, permits and certificates of qualification to funeral directors and embalmers under *The Funeral Directors and Embalmers Act*. The board is also responsible for reviewing public complaints concerning the funeral profession. The board's Annual Report is available at http://www.gov.mb.ca/funeraldirectorsboard/reports.html

Landlord and Tenant Advisory Committee

Established under *The Residential Tenancies Act, the* committee advises the Minister about the administration of *The Residential Tenancies* Act. The Minister refers matters to the committee for consideration. Matters referred can include potential Act or regulation amendments, including forms and policies and procedures.

Manitoba Council on Aging *(included in Healthy Living, Seniors and Consumer Affairs report)*

The Manitoba Council on Aging is an advisory body to the Minister of Healthy Living, Seniors and Consumer Affairs. The council ensures that a senior's perspective is reflected in government programs and policies that relate to seniors. The council is responsible for providing the Minister with information and advice about:

- the aging process and its implications for all age groups in Manitoba;
- programs, services, policies and legislation that relate to the aging process and the needs and interests of older Manitobans; and
- promoting awareness and understanding of the aging process and its implications for all age groups in Manitoba.

The Property Registry Advisory Board

The Property Registry Advisory Board is established under The Property Registry Operating Charter. The role of The Property Registry Advisory Board is to provide advice to the Minister and the Deputy Minister of Healthy Living, Seniors and Consumer Affairs, and to The Property Registry Special Operating Agency about the agency's strategic operations, mandate, structure, business practices and finances. The board also comments on the Agency's performance through reviews of proposed business plans, and quarterly and annual reports.

Public Utilities Board

Residential Tenancies Commission

Vital Statistics Advisory Board

The Vital Statistics Advisory Board is established under The Vital Statistics Special Operating Agency Charter. Its role is to provide advice about the Vital Statistics Agency's strategic operations and on changes to its mandate, structure, business practices and finances. The advisory board reviews and comments on the agency's proposed business plan, quarterly and annual reports and charter amendments.

Financial Information Section

Healthy Living, Seniors and Consumer Affairs

Reconciliation Statement

($000)

Details	2012-2013 Estimates
2012-2013 MAIN ESTIMATES	57,862
MAIN ESTIMATES AUTHORITY TRANSFERRED FROM:	
- Enabling Appropriations · Canada-Manitoba Enabling Vote	598
2012-2013 Estimates	**58,460**

Healthy Living, Seniors and Consumer Affairs

Expenditure Summary

for the fiscal year ended March 31, 2013

with comparative figures for the previous fiscal year

Estimate 2012–2013 ($000)	Appropriation	Actual 2012-2013 ($000)	Actual 2011-2012 ($000)	Increase (Decrease) ($000)	Expl. No.
	34-1 Administration and Finance				
37	(a) Minister's Salary	37	37	-	
	(b) Executive Support:				
361	Salaries and Employee Benefits	332	353	(21)	
67	Other Expenditures	51	61	(10)	
181	(c) Finance and Administration	181	100	129	
646	**Total 34-1**	**601**	**551**	**98**	
	34-2 Healthy Living				
	(a) Healthy Living and Healthy Populations:				
1,160	Salaries and Employee Benefits	1,437	1,111	326	*1*
3,438	Other Expenditures	2,349	2,856	(507)	*2*
3,382	External Agencies	2,791	3,257	(466)	
	(b) Mental Health and Spiritual Health:				
675	Salaries and Employee Benefits	686	662	24	
2,065	Other Expenditures	1,818	2,255	(437)	*3*
2,434	External Agencies	2,434	2,426	8	
	(c) Tobacco Control and Cessation:				
235	Salaries and Employee Benefits	293	226	67	
702	Other Expenditures	692	702	(10)	
166	External Agencies	161	166	(5)	
	(d) Addictions Management Unit:				
259	Salaries and Employee Benefits	376	296	80	
660	Other Expenditures	1,609	755	854	*4*
8,540	External Agencies	8,198	8,339	(141)	
23,716	**Total 34-2**	**22,844**	**23,051**	**(207)**	
	34.3 Seniors and Healthy Aging				
698	Salaries and Employee Benefits	747	715	32	
301	Other Expenditures	222	279	(57)	

Estimate 2012–2013 ($000)	Appropriation	Actual 2012-2013 ($000)	Actual 2011-2012 ($000)	Increase (Decrease) ($000)	*Expl. No.*
713	Grant Assistance	586	686	(100)	
1,712	**Total 34-3**	**1,555**	**1,680**	**(125)**	
	34.4 Consumer and Corporate Affairs				
	(a) Administration and Research:	489	494	(5)	
499	Salaries and Employee Benefits	191	303	(112)	
259	Other Expenditures				
	(b) Consumer Protection Office:				
1,352	Salaries and Employee Benefits	1,120	1,239	(119)	
261	Other Expenditures	240	318	(78)	
150	External Agencies	159	177	(18)	
	(c) Residential Tenancies Branch:				
4,363	Salaries and Employee Benefits	4,092	4,039	53	
991	Other Expenditures	939	975	(36)	
	(d) Claimant Advisor Office:				
814	Salaries and Employee Benefits	826	806	20	
260	Other Expenditures	187	188	(1)	
	(e) Automobile Injury Compensation Appeal Commission:				
1,013	Salaries and Employee Benefits	901	810	91	
301	Other Expenditures	255	236	19	
	(f) Residential Tenancies Commission:				
857	Salaries and Employee Benefits	751	842	(91)	
205	Other Expenditures	190	218	(28)	
	(g) Public Utilities Board:				
681	Salaries and Employee Benefits	749	688	61	
669	Other Expenditures	429	429	-	
	(h) Vital Statistics Agency				
	(i) The Property Registry				
	(j) Companies Office				

Healthy Living, Seniors and Consumer Affairs

Expenditure Summary

for the fiscal year ended March 31, 2013

with comparative figures for the previous fiscal year

Estimate 2012–2013 ($000)		Appropriation	Actual 2012-2013 ($000)	Actual 2011-2012 ($000)	Increase (Decrease) ($000)	Expl. No.
12,675	**Total 34-4**		**11,518**	**11,762**	**(244)**	
	34-5	**Addictions Foundation of Manitoba**				
21,125		Program Delivery	21,125	21,032	93	
3,238		Problem Gambling Services	3,238	3,238	-	
		Less: Third Party Recoveries				
(1,633)		Recoveries from Manitoba	(1,633)	(1,633)	-	
(3,238)		Less: Lotteries Corporation	(3,238)	(3,238)	-	
19,492	**Total 34-5**		**19,492**	**19,399**	**93**	
	34-6	**Costs Related to Capital Assets**				
219		Costs Related to Capital Assets	218	226	(8)	
219	**Total 34-7**		**218**	**226**	**(8)**	
58,460	**TOTAL EXPENDITURES - 34**		**56,228**	**56,669**	**(393)**	

Explanations:

1 Reflects severance payments and increased staffing costs.

2 Reflects reduction in advertising and other general administrative costs.

3 Reflects timing of expenditures.

4 Reflects increase in expenditures in the Drug Treatment Funding Program, which were 100% recovered from the Government of Canada.

Healthy Living, Seniors and Consumer Affairs

Revenue Summary by Source

for the fiscal year ended March 31, 2013
with comparative figures for the previous fiscal year

Actual 2011–2012 ($000)	Actual 2012-2013 ($000)	Increase (Decrease) ($000)	Source	Actual 2012–2013 ($000)	Estimate 2012-2013 ($000)	Variance ($000)	Expl. No.
			Current Operating Programs:				
			Other Revenue:				
1,116	1,249	133	Automobile Injury Appeals Commission Cost Recovery	1,249	1,450	(201)	
1,068	1,084	16	Claimant Advisor Office Cost Recovery	1,084	1,187	(103)	
2,321	2,406	85	Consumer Affairs Fees	2,406	2,292	114	
1,255	1,179	(76)	Public Utilities Board Cost Recovery	1,179	1,367	(188)	
79	47	(32)	Sundry	47	32	15	
5,839	**5,965**	**126**	**Total - Other Revenue**	**5,965**	**6,328**	**(363)**	
			Taxation:				
67,314	74,936	7,622	Land Transfer Tax	74,936	66,200	8,736	
67,314	**74,936**	**7,622**	**Total - Taxation**	**74,936**	**66,200**	**8,736**	
2,038	2,316	278	Government of Canada:	2,316	2,316	-	
1,148	2,062	914	Healthy Living, Seniors and Consumer Affairs	2,062	2,019	43	
3,186	**4,378**	**1,192**	**Total - Government of Canada**	**4,378**	**4,335**	**43**	
76,339	**85,279**	**8,940**	**TOTAL REVENUE - CURRENT OPERATING PROGRAMS - 34**	**85,279**	**76,863**	**8,416**	

Historical Information

Healthy Living, Seniors and Consumer Affairs

Five-Year Expenditure and Staffing Summary

for years ending March 31, 2009 to March 31, 2013

($000)

	ACTUAL/ADJUSTED ESTIMATES OF EXPENDITURES1									
	2008–2009		2009–2010		2010-2011		2011-2012		2012-2013	
APPROPRIATION	FTE	$	FTE	$	FTE	$	FTE	$	FTE	$
34-1 Administration and Finance	3.50	523	3.50	574	7.50	660	6.00	551	6.00	601
34-2 Healthy Living	27.00	14,858	27.00	17,870	28.00	17,814	28.00	23,051	28.00	22,844
34-3 Seniors and Healthy Aging	10.00	1,676	10.00	1,668	10.00	1,669	10.00	1,680	10.00	1,555
34-3 Consumer and Corporate Affairs	122.31	11,075	118.41	11,280	118.41	11,498	123.91	11,762	123.91	11,518
34-4 Addictions Foundation of Manitoba[2]	-	15,839	-	17,045	-	18,957	-	19,399	-	19,492
34-6 Costs Related to Capital Assets	-	196	-	259	-	241	-	226	-	218
TOTAL	**162.81**	**44,167**	**158.91**	**48,696**	**163.91**	**50,839**	**167.91**	**56,669**	**167.91**	**56,228**

1 Prior years' comparative figures have been restated where necessary to conform with the presentation adopted for the fiscal year ending March 31, 2013.

2 Addictions Foundation of Manitoba expenditures are reported in a separate Annual Report.

Performance Reporting

The following section provides information about key performance measures for the department for the 2012/13 reporting year. All Manitoba government departments include performance measures in their Annual Reports to complement the financial results and provide Manitobans with meaningful and useful information about government activities and their impact on the province and its citizens.

For more information on performance reporting and the Manitoba government, visit www.manitoba.ca/performance

Your comments on performance measures are valuable to us. You can send comments or questions to mbperformance@gov.mb.ca

Measures of Performance or Progress:

What is being measured and using what indicator? (A)	Why is it important to measure this? (B)	What is the starting point? (baseline data and year) (C)	What is the 2012/13 result or most recent available data? (D)	What is the trend over time? (E)	Comments/Recent Actions/Report Links (F)
1. Tobacco use rates as measured by the percent of Manitobans 15+ years who reported being current and daily/non-daily smokers. *Source*: The Canadian Tobacco Use Monitoring Survey (CTUMS)	Tobacco use is a major cause of death and preventable illness including heart disease and cancer.	Reported rates for 1999 were as follows: - Current smoker: 23% - Daily smoker: 19%	The most recent available data are from 2010: - Current smoker: 21% - Daily smoker: 15%	There is a trend toward reduced smoking.	Data on smoking are self-reported by Manitoba respondents to Statistics Canada surveys.
2. The proportion of Manitoban adults who participate in regular physical activity (30 minutes per day of moderate to vigorous activity), as measured by the Canadian Community Health Survey and the Physical Activity Benchmarks/Monitoring Program of the Canadian Fitness and Lifestyle Institute.	Physical activity is a significant factor contributing to personal health.	In 2005, 45.5% of Manitoba adults participated in regular physical activity.	In 2009, 49.5% of Manitoba adults participated in regular physical activity.	There is a trend toward increased physical activity.	This performance indicator aligns with the Integrated Pan-Canadian Healthy Living Strategy and national and provincial goals.

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3. The average number of steps per day taken by children and youth as measured by the Canadian Physical Activity Levels Among Youth (CANPLAY) study.	Physical activity is a significant factor contributing to healthy growth and development.	Between 2005 and 2007, Manitoba children and youth took an average of 11,792 steps per day.	Between 2007 and 2009, Manitoba children and youth took an average of 11,938 steps per day.	There is a trend toward a slight increase in the number of steps taken.	This performance indicator aligns with the Integrated Pan-Canadian Healthy Living Strategy and national and provincial goals.
4. Client access to treatment, measured by the number of residential treatment beds and wait times for adult residential treatment (average wait times in days).	Motivation for change may be hindered by limited access or lengthy wait for treatment. The sooner someone can access treatment, the better.	In 2009/10, there were 316 residential treatment beds in Manitoba (includes Rosaire House Addiction Centre - funded and operated by Manitoba Health). The average wait time for adult residential treatment was 74.0 days in 2009/10.	In 2012/13, there were 351 residential treatment beds in Manitoba (includes Rosaire House). The average wait time for adult residential treatment was 50.5 days in 2012/13.	The number of residential treatment beds increased by 35 beds or 11.1% since 2009/10. Wait times decreased by 31.8% since 2009/10.	
5. Mental wellness, as self-reported by Manitobans in the Canadian Community Health Survey's general mental health scale. The general mental health scale is a summary measure indicating the general mental health of an individual which is ranked as low, medium or high.	Mental wellness is a measure of an individual's ability to enjoy life and cope with life's adversities. There is evidence that mental wellness is a protective factor against mental and physical health disorders.	In 2005, survey recipients reported their mental wellness as: Low – 25.1% Medium – 34.5% High – 40.4%	In 2010, survey recipients reported their mental wellness as: Low – 28.8% Medium – 38.1% High – 33.1%	Between the 2005 and 2010 survey, those that scored high decreased from 40.4% to 33.1%, while those that scored low and medium increased.	

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6. Physical and mental health status of seniors in Manitoba, using Census data on self-rated health and mental health. *Source*: Statistics Canada Canadian Community Health Survey	Perceived physical and mental wellness is a measure of a senior's ability to live a healthy, safe and independent life.	In 2003, 36.4% of Manitoba survey respondents aged 65 years and over reported that their health was 'excellent or very good'. 30.0% reported it was 'fair or poor'. 64.7% indicated their mental health was 'excellent or very good', and 4.6% reported it was 'fair or poor'.	In 2011, 41.7% of Manitoba survey respondents aged 65 years and over reported that their health was 'excellent or very good'. 26.9% reported it was 'fair or poor'. 63.5% indicated their mental health was 'excellent or very good', and 6.1% reported it was 'fair or poor'.	Since the 2003 baseline, slightly more Manitobans 65 years and over are reporting their health status as 'excellent or very good' and slightly less are reporting it as 'fair or poor'. Alternately, slightly less are reporting their mental health as 'excellent or very good' and slightly more as 'fair or poor'.	Increasing efforts needed in prevention and physical and mental health promotion.
7. Client perceived fairness and effectiveness with decisions of the Residential Tenancies Branch as measured by the rate of appeals of decisions under *The Residential Tenancies Act*.	To ensure that the branch's hearing processes and decisions continue to be fair and effective.	3,198 orders were issued under Parts 1 – 8 of *The Residential Tenancies Act* (landlord and tenant disputes) in 2005/06 of which 568 (17.8%) were appealed. Orders were issued for 469 cases under Part 9 of the Act (rent regulation matters) in 2005/06 of which 98 (20.9%) were appealed.	3,029 orders were issued under Parts 1 – 8 of *The Residential Tenancies Act* (landlord and tenant disputes) in 2012/13 of which 338 (11.2%) were appealed. Orders were issued for 786 cases under Part 9 of the Act (rent regulation matters) in 2012/13 of which 112 (14.2%) were appealed.	The appeal rate for both types of orders decreased from the baseline in 2012/13.	

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8. Fairness for consumers in payday lending, as indicated by the number of: • consumer complaints regarding payday loans filed with the Consumer Protection Office (CPO); and • CPO Director's Orders issued to payday lenders for non-compliance with legislation.	To ensure that consumers are benefitting from fair business practices when taking out payday loans.	There were 135 complaints in 2010/11, the first year this indicator was tracked. 4 Director's Orders were issued under Section 161.2 of *The Consumer Protection Act* in 2011/12, the first year this indicator was tracked under new legislation.	There were 113 consumer complaints in 2012/13.	Manitoba's payday lending laws came into force in October 2010. Following two years of consistent complaints levels, payday lending complaints decreased by 18% in 2012/13.	This decrease is attributed to enforcement action by the Consumer Protection Office and industry familiarity with regulations.
9. Fairness for consumers in cell phone contracts, as indicated by the number of consumer complaints regarding cell phone contracts filed with the Consumer Protection Office.	To ensure that cell phone contracts are fair for consumers and business.	There were 35 cell phone complaints received in 2010/11.	There were 48 cell phone complaints were received in 2012/13.	In 2012/13 there was an increase in consumer complaints regarding cell phones. This trend may continue over the next several years. Complaints should then decrease, as the industry becomes more familiar with the regulations and enforcement efforts are furthered.	This increase was anticipated, as new consumer protection legislation came into force in September 2012.

The Public Interest Disclosure (Whistleblower Protection) Act

The Public Interest Disclosure (Whistleblower Protection) Act came into effect in April 2007. This law gives employees a clear process for disclosing concerns about significant and serious matters (wrongdoing) in the Manitoba public service, and strengthens protection from reprisal. The Act builds on protections already in place under other statutes, as well as collective bargaining rights, policies, practices and processes in the Manitoba public service.

Wrongdoing under the Act may be: contravention of federal or provincial legislation; an act or omission that endangers public safety, public health or the environment; gross mismanagement; or knowingly directing or counseling a person to commit a wrongdoing. The Act is not intended to deal with routine operational or administrative matters.

A disclosure made by an employee in good faith, in accordance with the Act, and with a reasonable belief that wrongdoing has been or is about to be committed is considered to be a disclosure under the Act, whether or not the subject matter constitutes wrongdoing. All disclosures receive careful and thorough review to determine if action is required under the Act, and must be reported in a department's annual report in accordance with Section 18 of the Act.

The following is a summary of disclosures received by Manitoba Healthy Living, Seniors and Consumer Affairs for fiscal year 2012/13:

Information Required Annually (per Section 18 of The Act)	**Fiscal Year 2012/13**
The number of disclosures received, and the number acted on and not acted on. *Subsection 18(2)(a)*	**NIL**
The number of investigations commenced as a result of a disclosure. *Subsection 18(2)(b)*	**NIL**
In the case of an investigation that results in a finding of wrongdoing, a description of the wrongdoing and any recommendations or corrective actions taken in relation to the wrongdoing, or the reasons why no corrective action was taken. *Subsection 18(2)(c)*	**NIL**